

1005220-EZ50000000

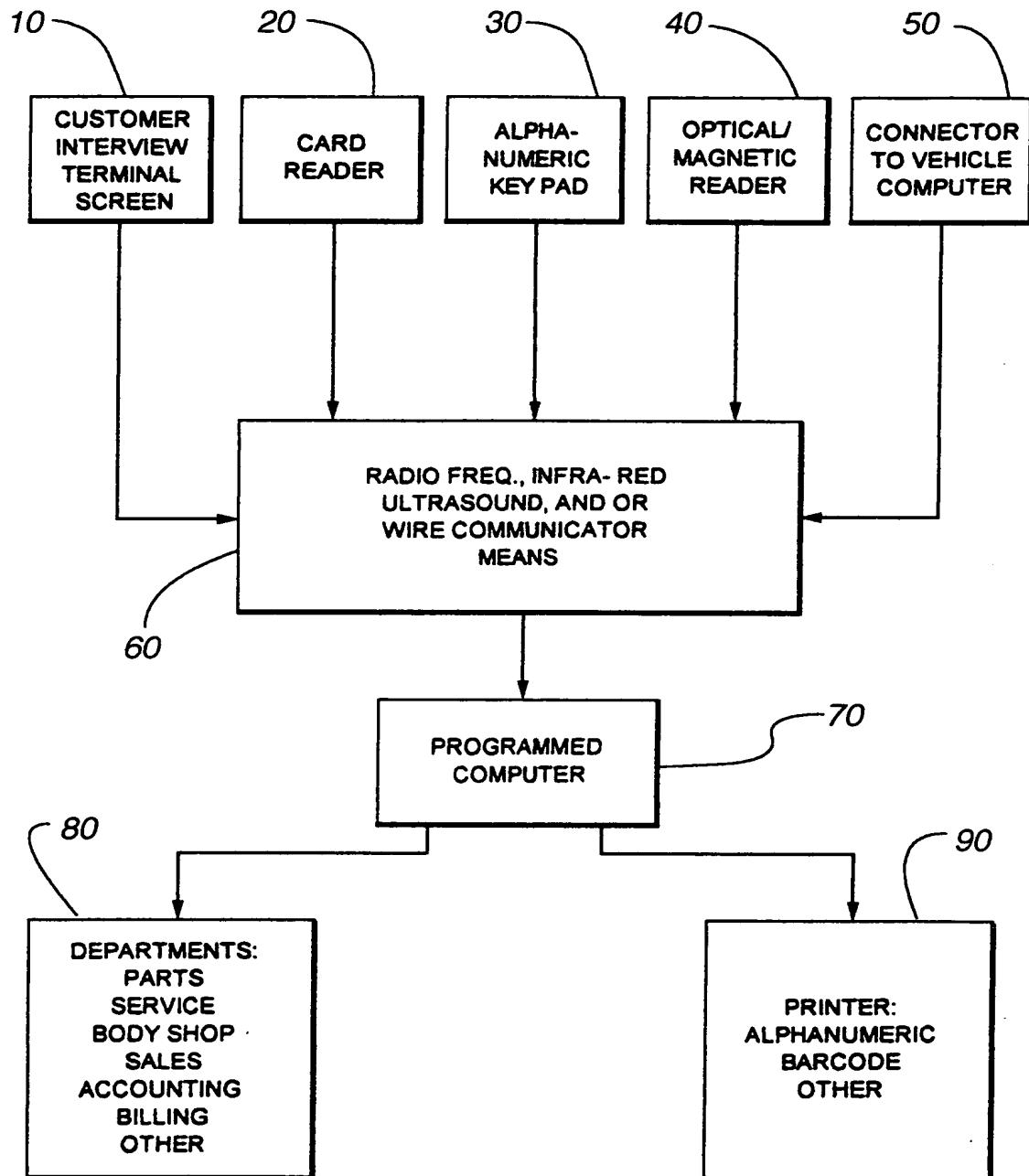
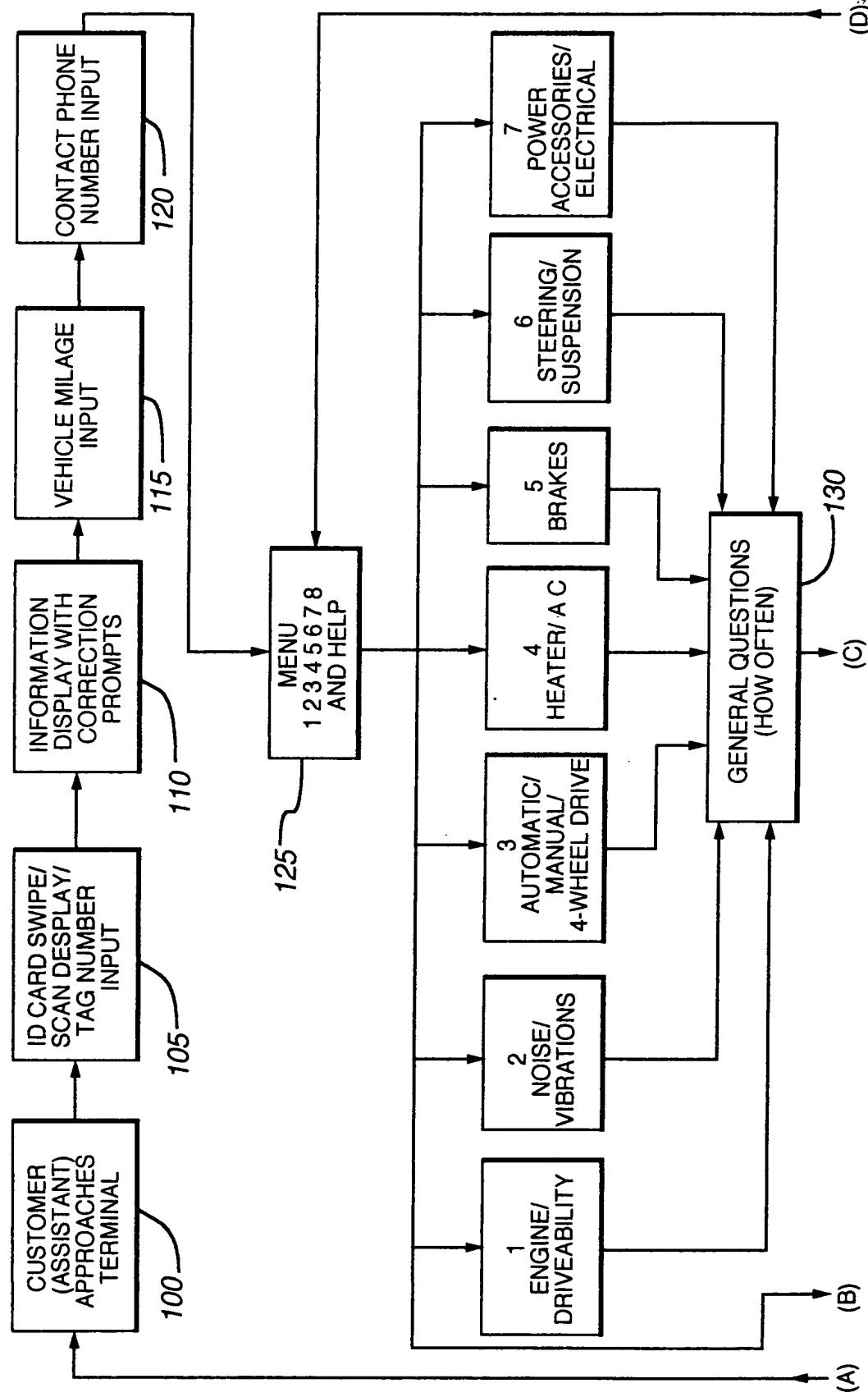


Fig. 1



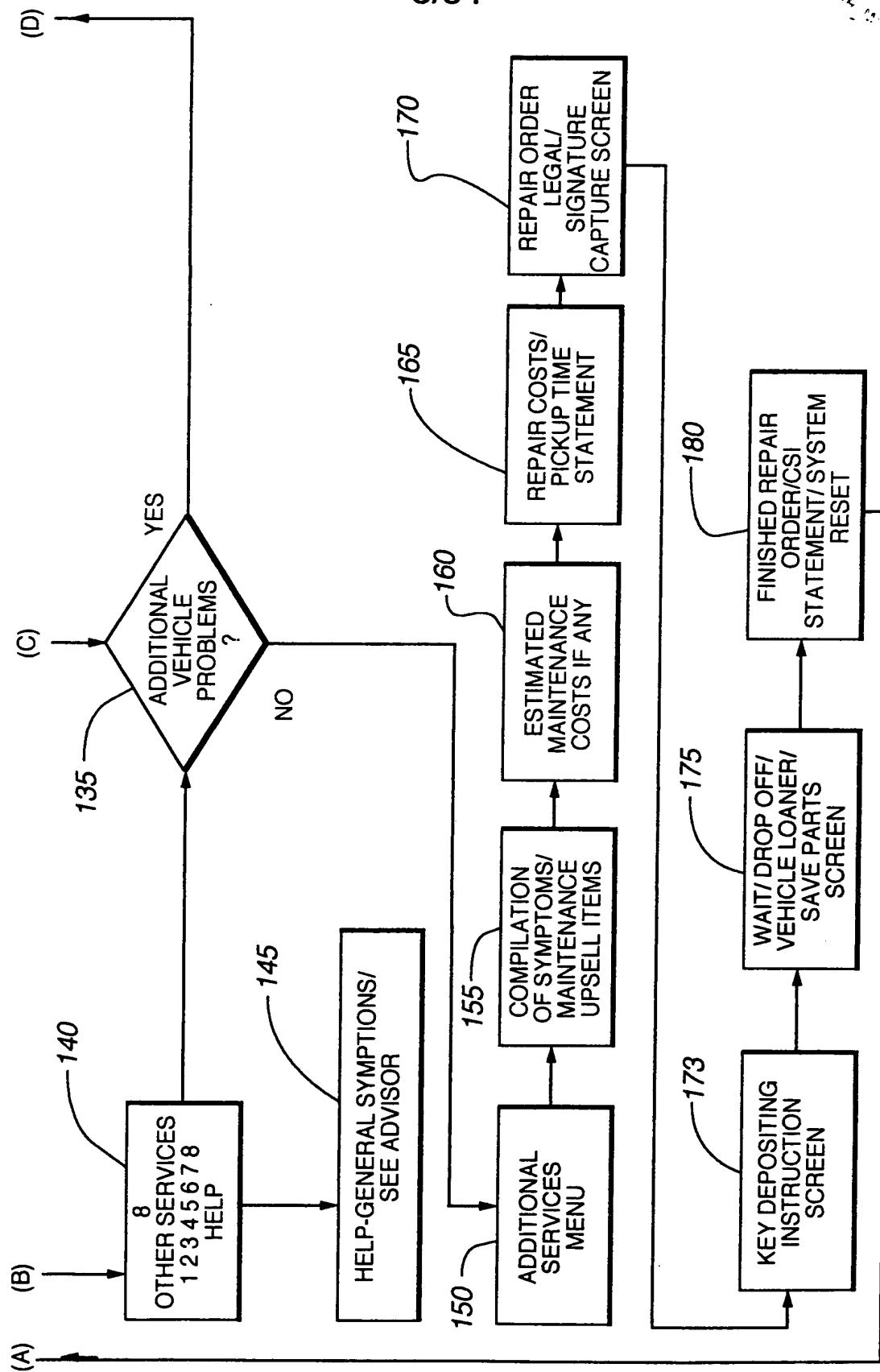
**Fig. 2A**

(D)

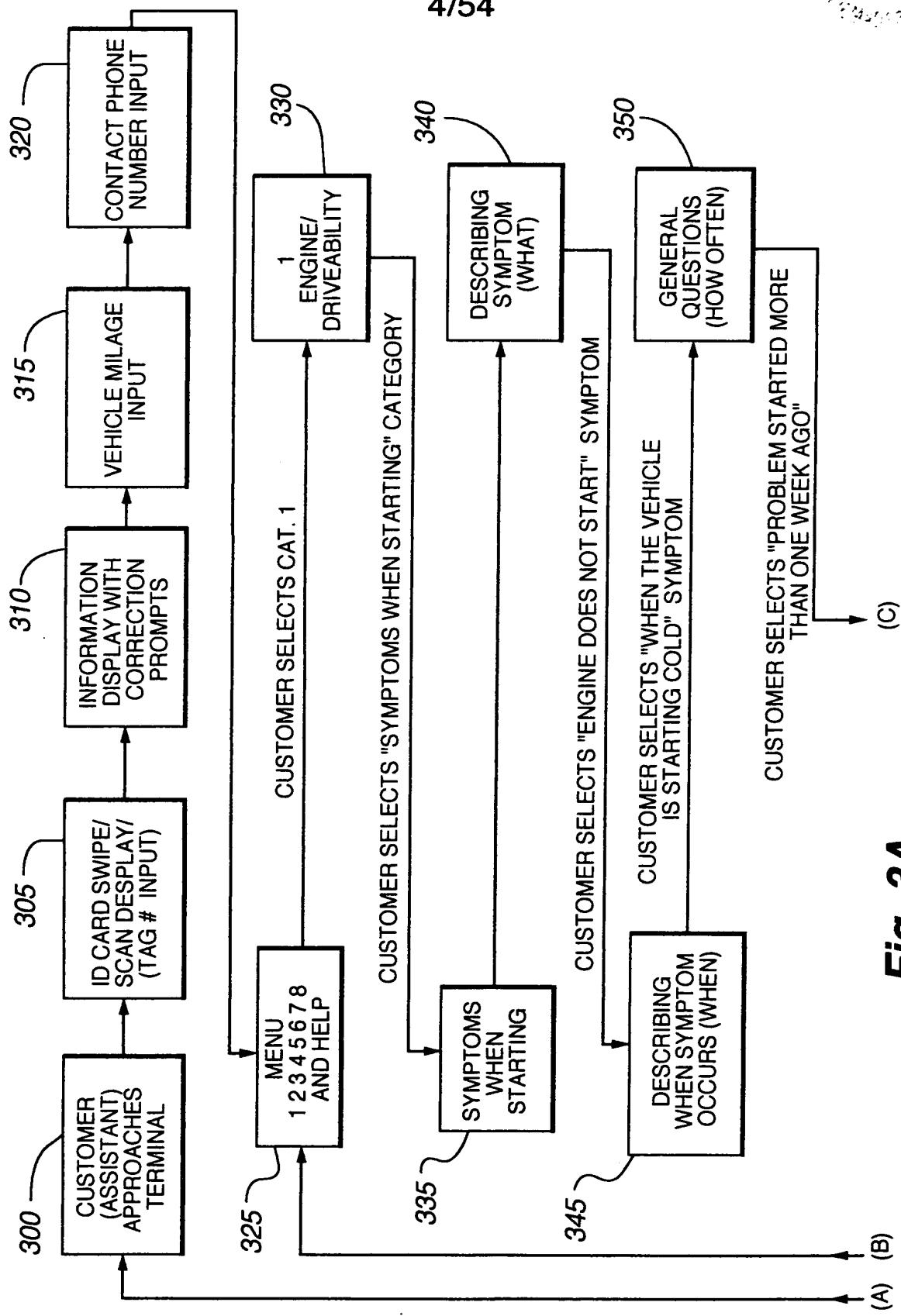
(C)

(B)

(A)



**Fig. 2B**



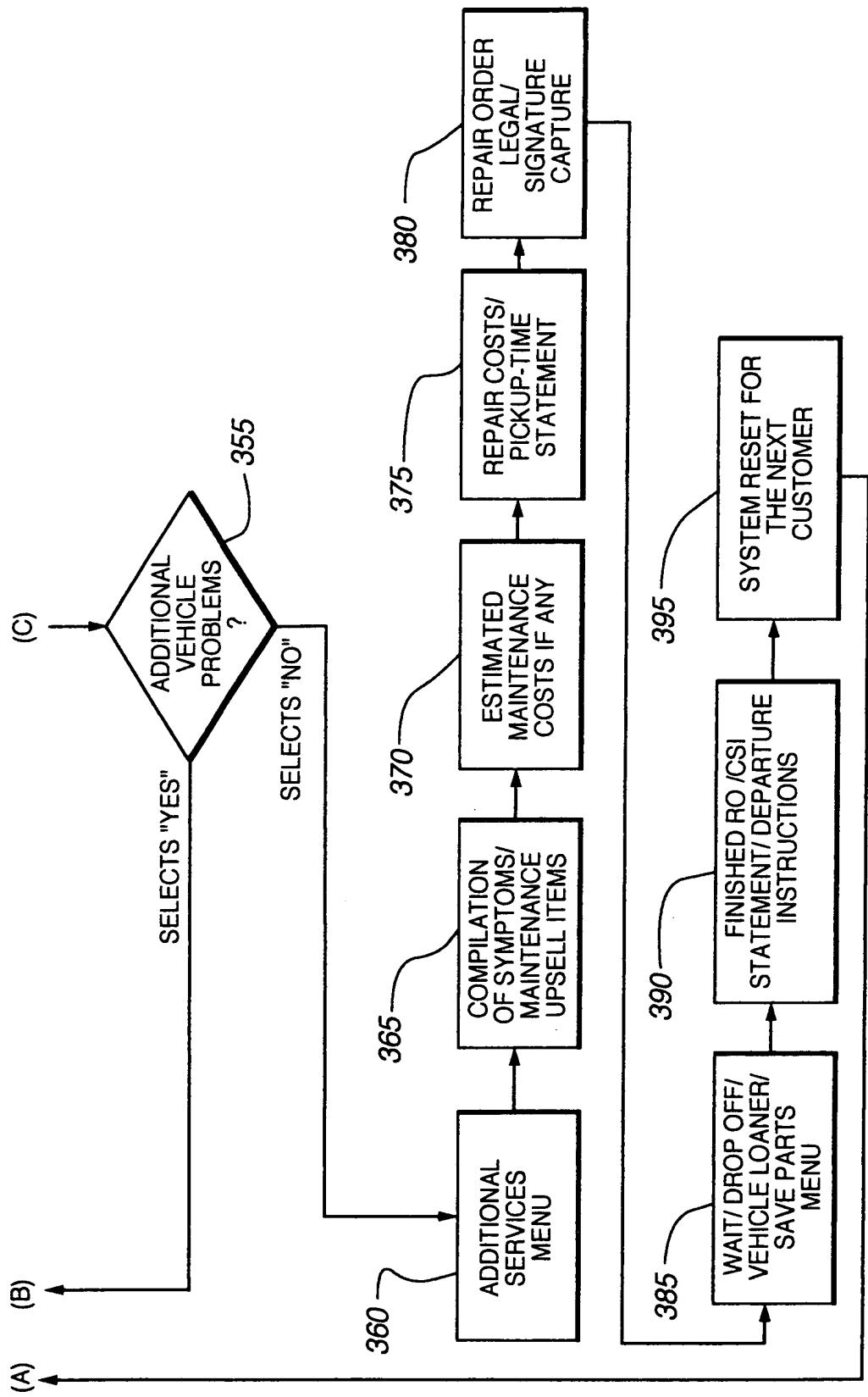
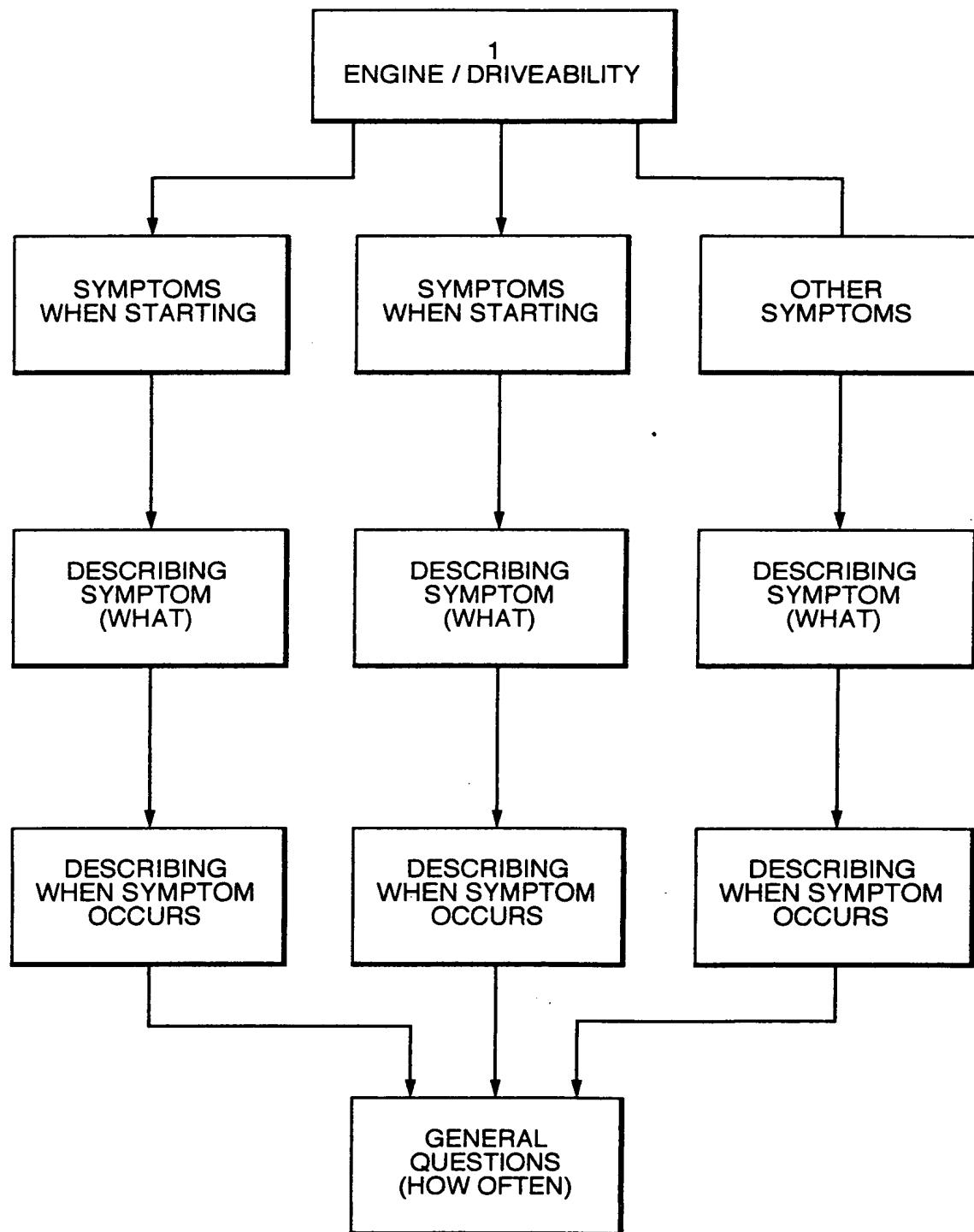
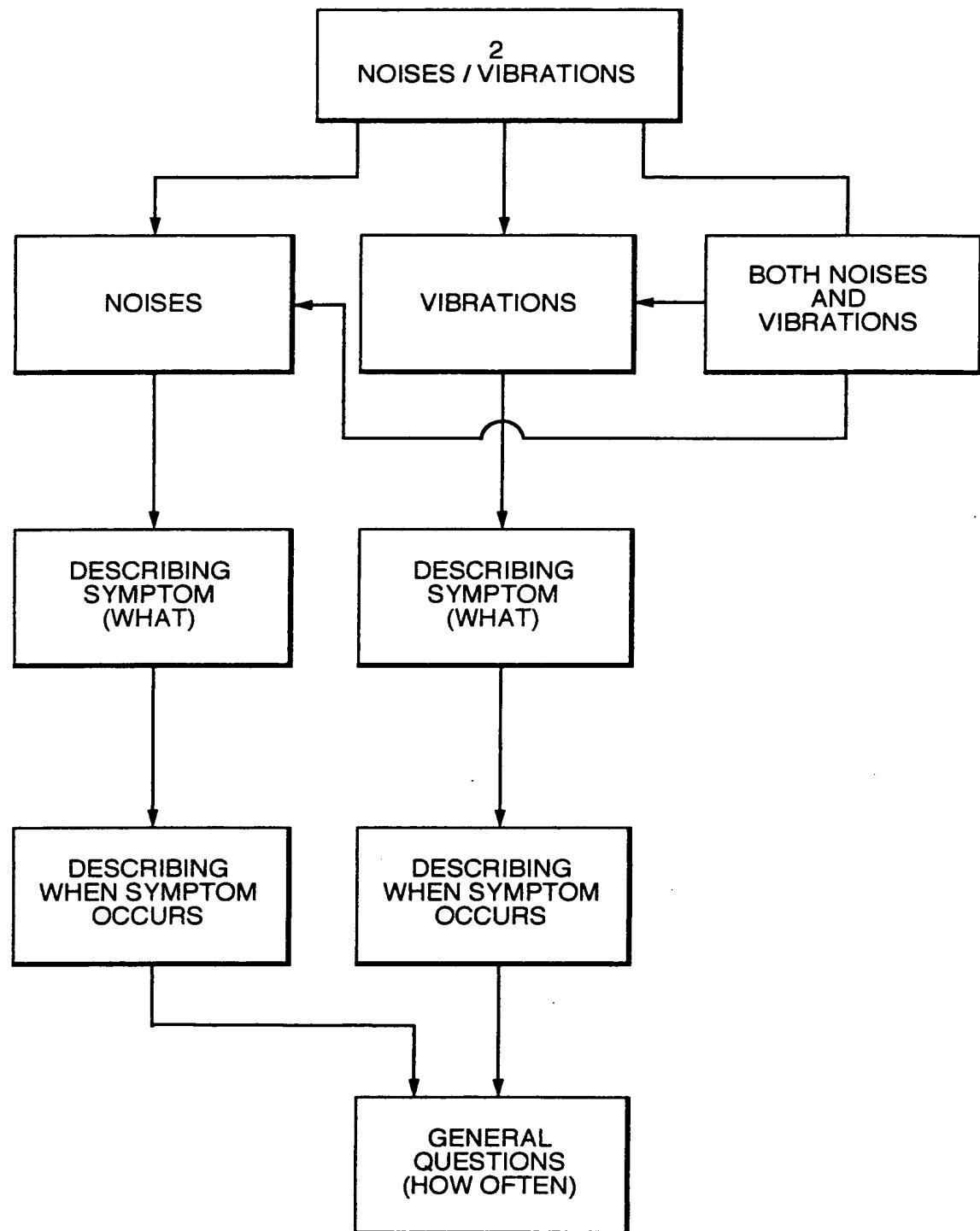


Fig. 3B



*Fig. 4*



*Fig. 5*

098800935-022500

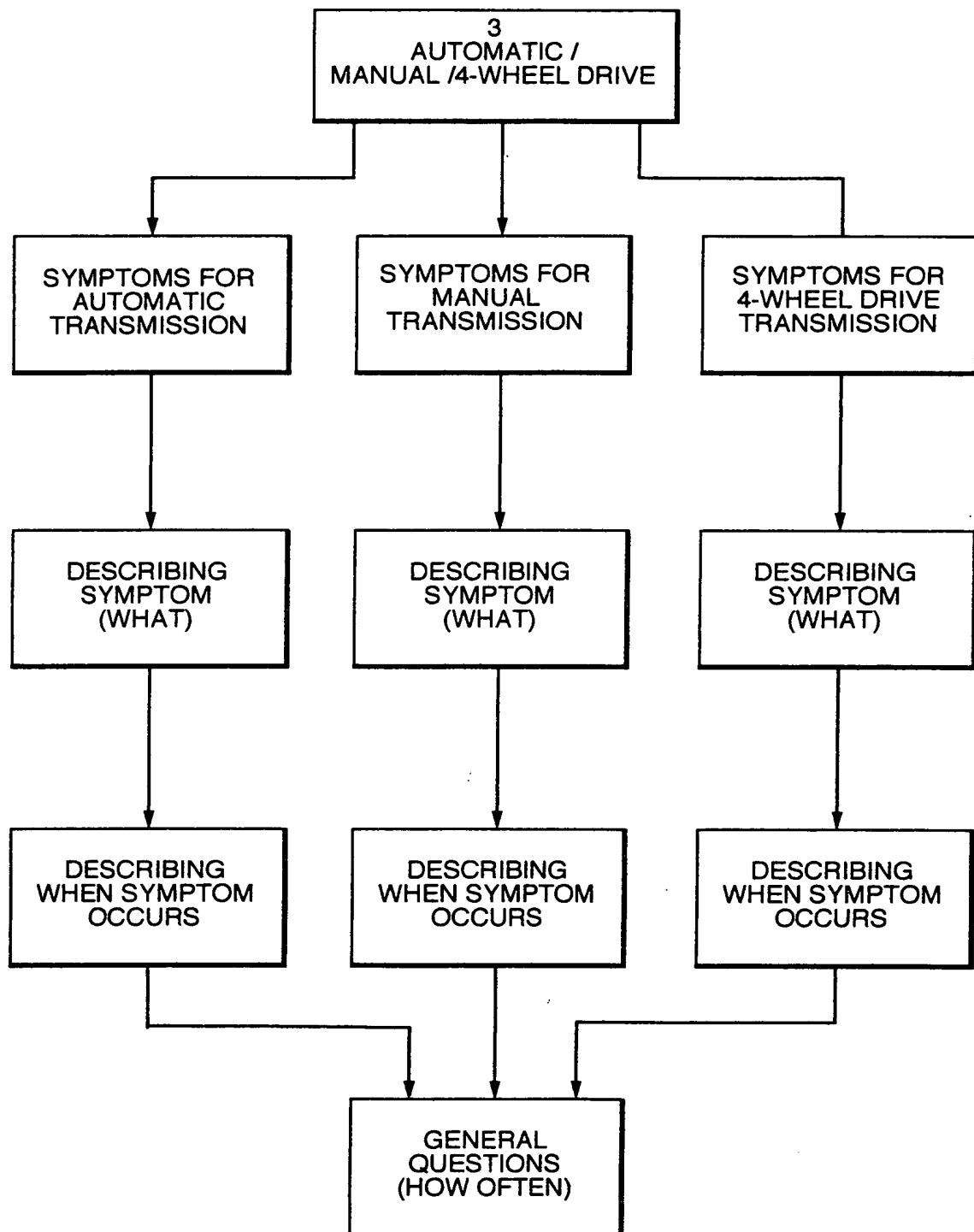
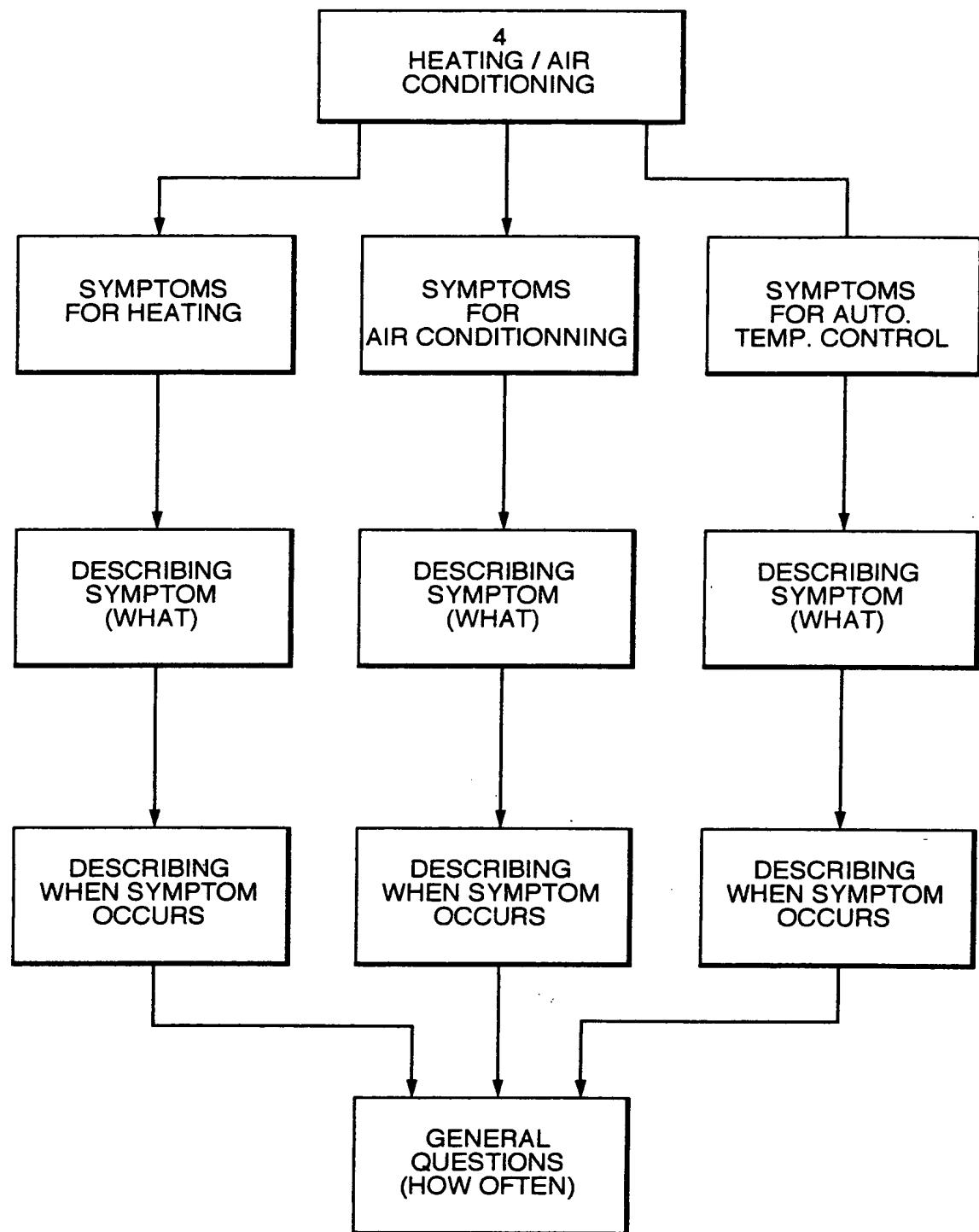
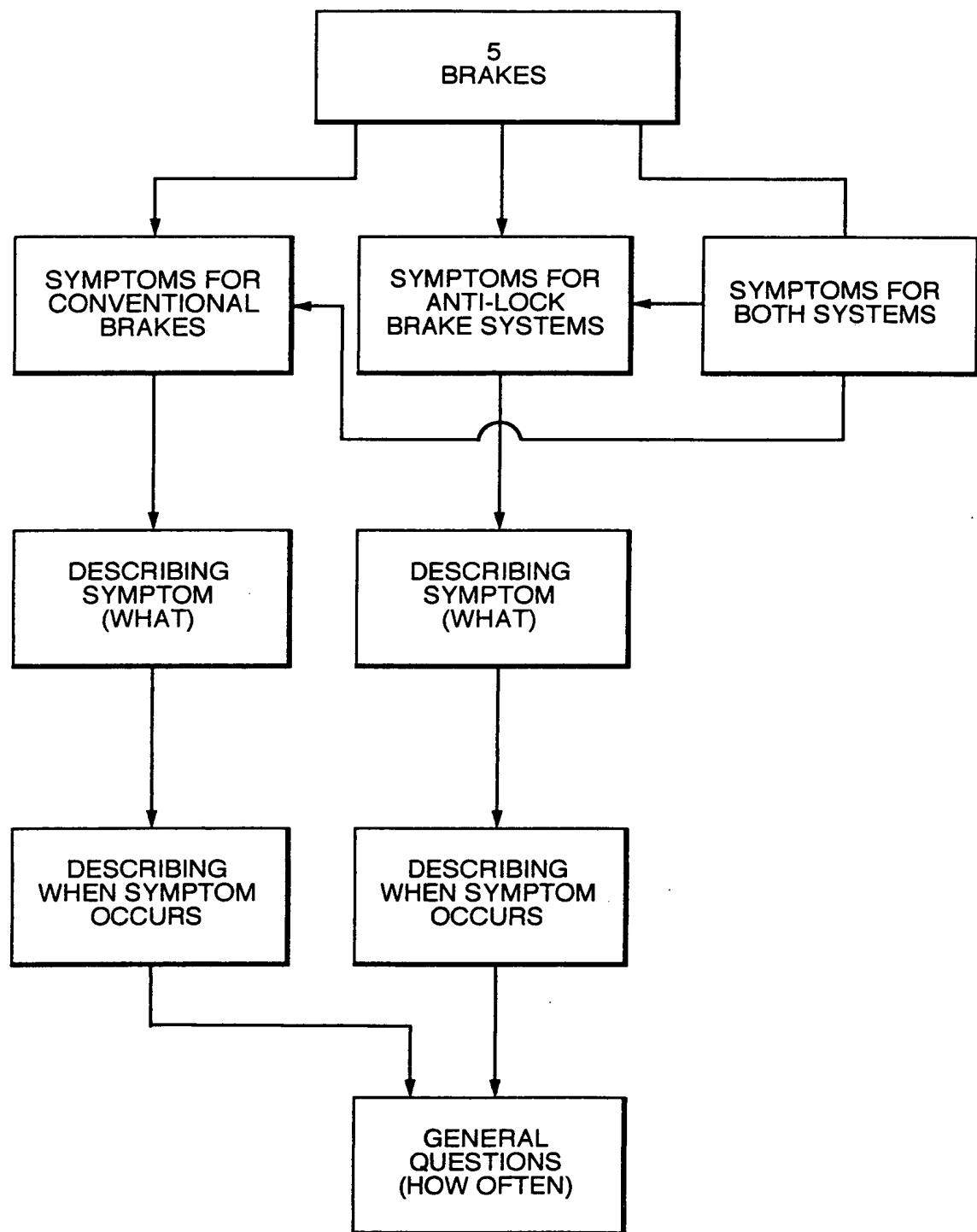


Fig. 6

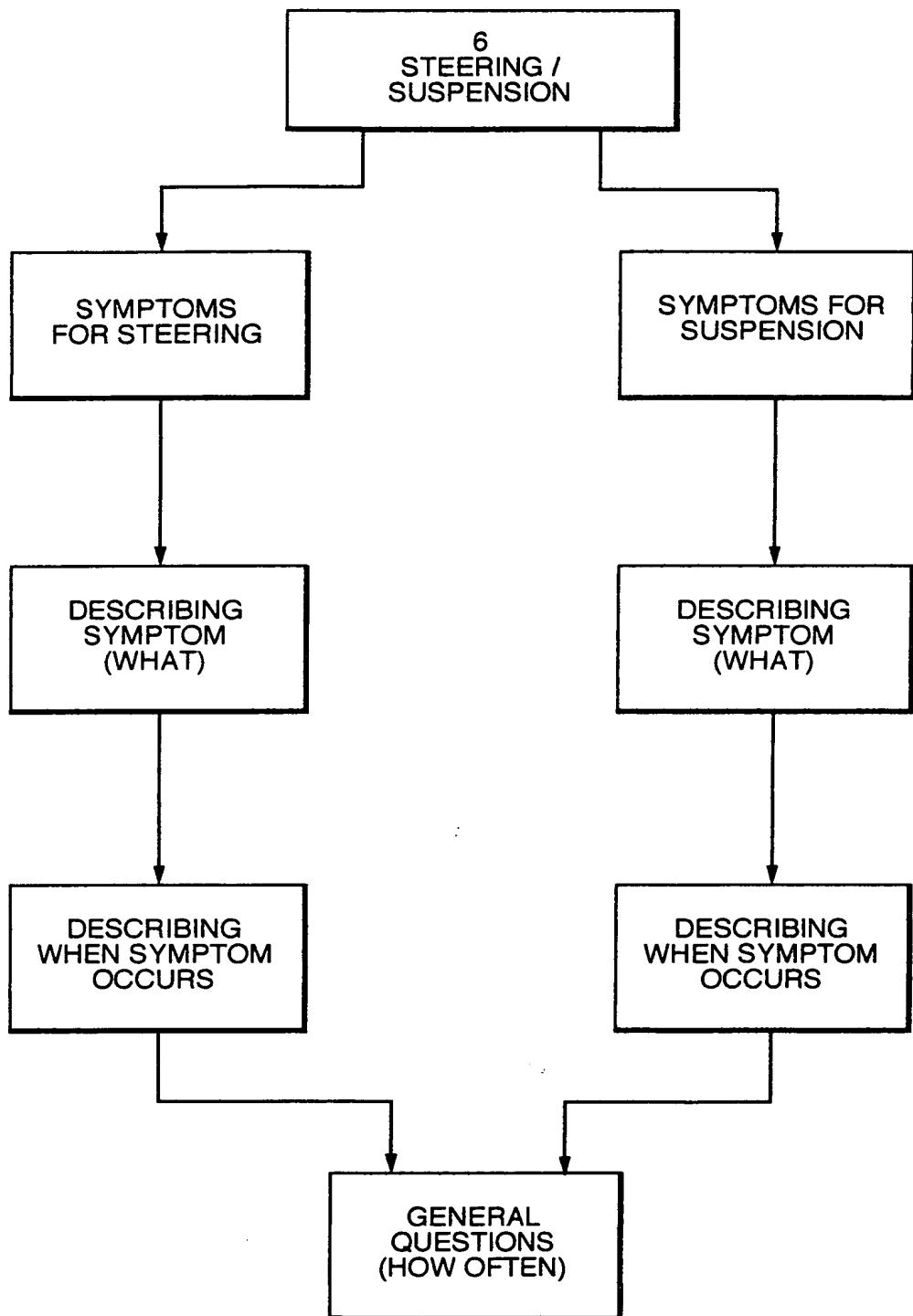
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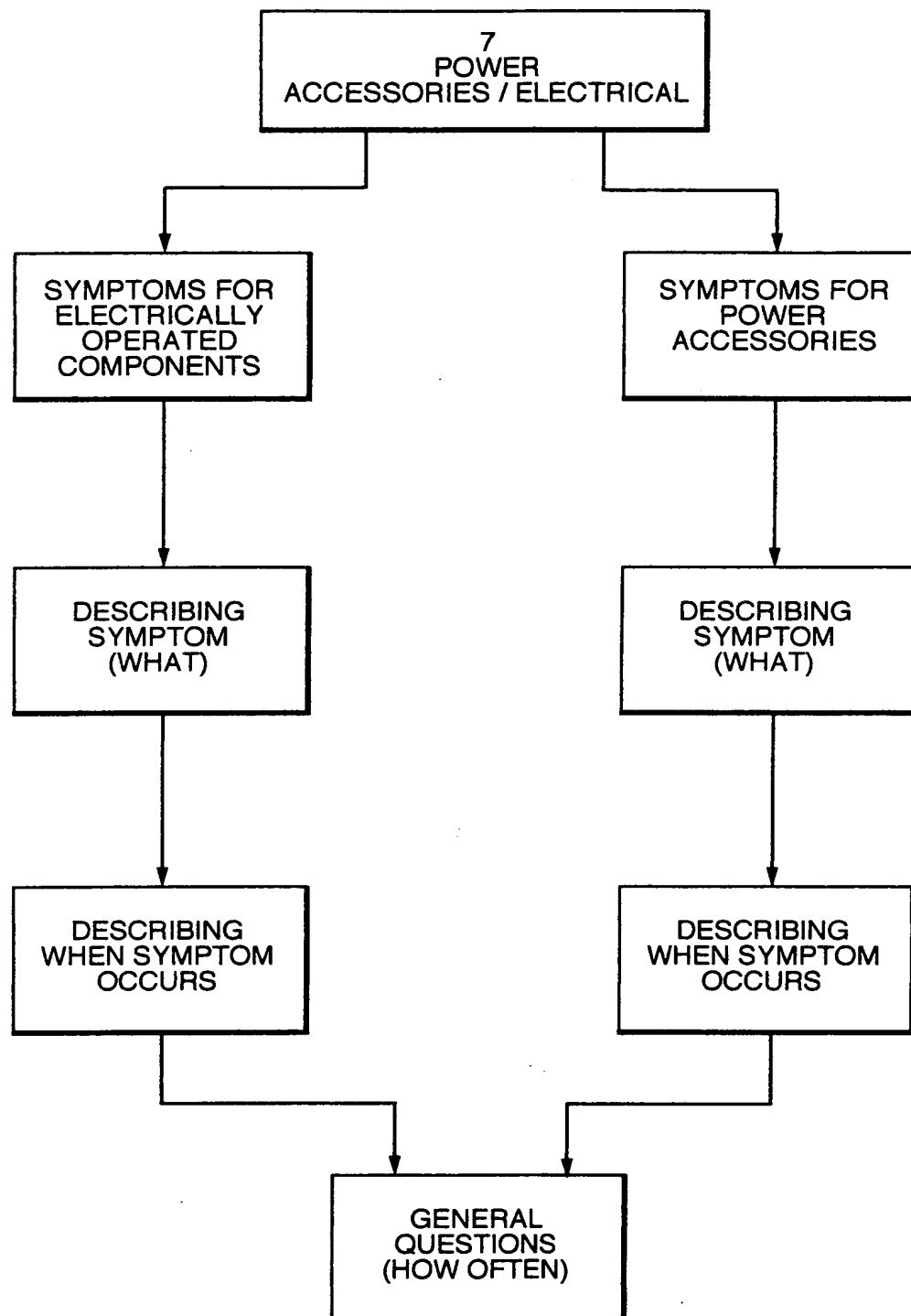
*Fig. 7*



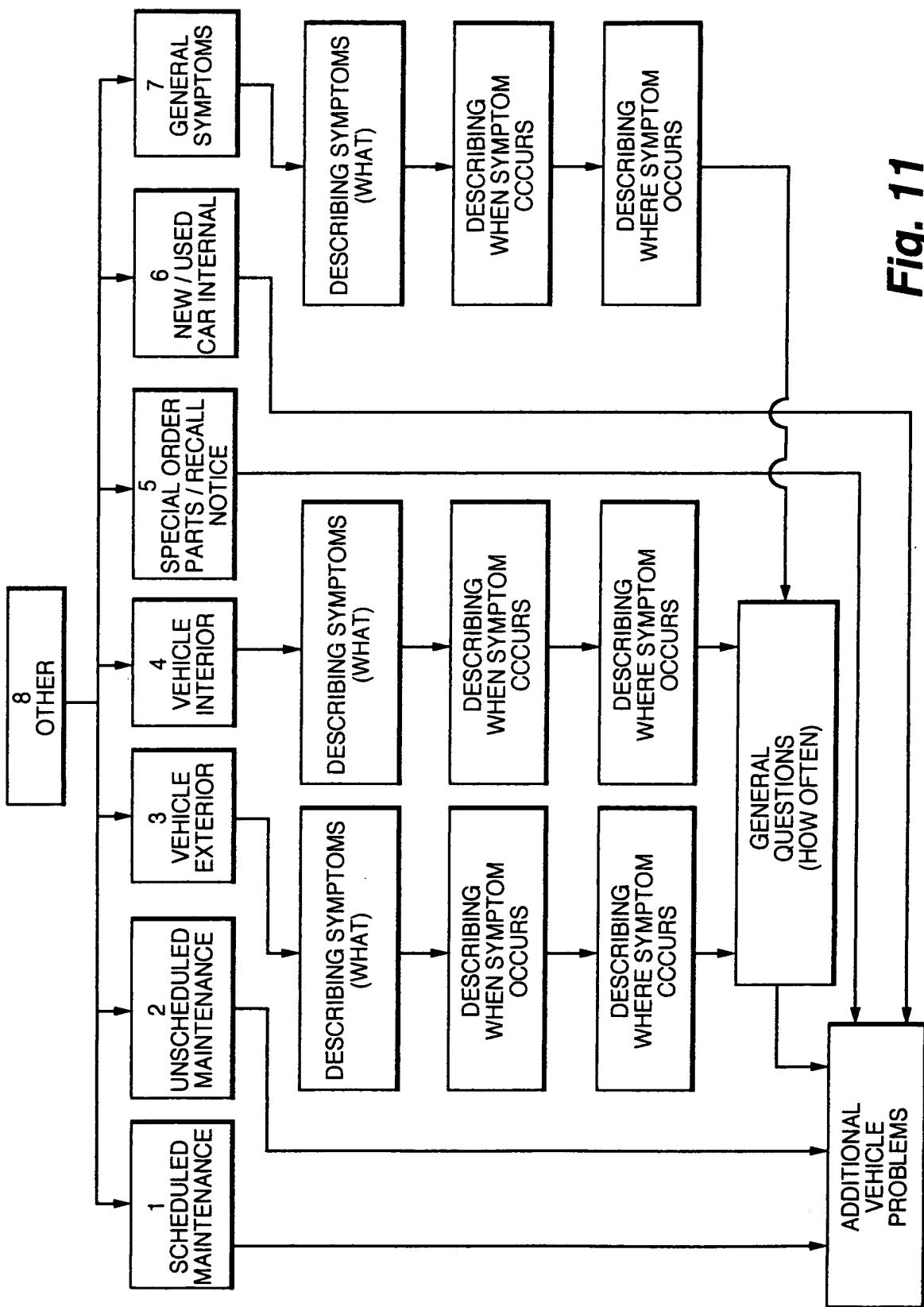
*Fig. 8*



*Fig. 9*



*Fig. 10*



**Fig. 11**

TO 200 E 600 9960

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SCAN VEHICLE AND TAG: \_\_\_\_\_

ENTER TAG #

C  V

|   |      |   |
|---|------|---|
| 1 | 2    | 3 |
| 4 | 5    | 6 |
| 7 | 8    | 9 |
| 0 | DONE |   |

EXIT

VEHICLE DATA: \_\_\_\_\_

VEHICLE ID:

TAG NUMBER:

ENTER TAG #

EXIT

**Fig. 12A**

**Fig. 12B**

T D S E C D " E C G D B E G D

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|                                     |        |
|-------------------------------------|--------|
| CUSTOMER'S INFORMATION:             |        |
| CUSTOMER INFORMATION: _____         |        |
| JOHN DOE                            | CHANGE |
| 1234 HIS WAY ST.                    | CHANGE |
| ANYTOWN, USA 12345                  | CHANGE |
| CUSTOMER VEHICLE                    |        |
| VEHICLE LICENSE #:                  |        |
| BRT-1234                            | ▼      |
| CHANGE                              |        |
| VEHICLE DESCRIPTION:                |        |
| DODGE RAM 350, FOREST GREEN, 2001 ▼ |        |
| OK                                  | BACK   |

|                             |        |
|-----------------------------|--------|
| CUSTOMER'S INFORMATION:     |        |
| CUSTOMER INFORMATION: _____ |        |
| JOHN DOE                    | CHANGE |
| 1234 HIS WAY ST.            | CHANGE |
| ANYTOWN, USA 12345          | CHANGE |
| CITY, STATE, ZIP:           |        |
| ANYTOWN, USA 12345          | <      |
| 1 2 3 4 5 6 7 8 9 0 -       |        |
| Q W E R T Y U I O P         |        |
| A S D F G H J K L           |        |
| Z X C V B N M . , .         |        |
| CLEAR                       | SPACE  |
| DONE                        |        |

**Fig. 12C**

**Fig. 12D**

TELETRAC  
TELETRAC

16/54

ENTER VEH CLR MILAGE: \_\_\_\_\_

|       |    |   |   |   |   |   |   |   |   |   |   |      |
|-------|----|---|---|---|---|---|---|---|---|---|---|------|
| C     | V  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | DONE |
| VEHIC | CH |   |   |   |   |   |   |   |   |   |   |      |
| _____ |    |   |   |   |   |   |   |   |   |   |   |      |

BACK      HELP

**Fig. 12F**

ENTER VEH CLR MILAGE: \_\_\_\_\_

|        |       |
|--------|-------|
| CHANGE | _____ |
| _____  |       |

DONE      BACK      HELP

**Fig. 12E**

F D G E 2 0 0 - E E G D 8 8 6 0

17/54

**ENTER CONTACT PHONE NUMBERS:**

WELCOME TO THE JACK'S BMW. THIS SERVICE EXPRESS WRITER IS DESIGNED TO LESSEN YOUR TIME WAITING FOR SERVICE. AT THE SAME TIME IT INCREASES THE ACCURACY OF THE DESCRIPTION OF YOUR PROBLEM GIVEN TO THE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. WE HOPE YOU ENJOY THE EXPERIENCE.

PLEASE ENTER THE PHONE NUMBER(S) WHERE YOU CAN BE REACHED AT TODAY

PHONE NUMBERS:

(303)333-4444  
 (303)333-4444

**Fig. 12G**

**MAIN MENU**

PLEASE INDICATE THE GENERAL AREA IN WHICH THE PROBLEM IS OCCURRING. IF YOUR VEHICLE REQUIRES ONLY MAINTENANCE SERVICE, AND THERE ARE NO PROBLEMS AT THE PRESENT TIME, PLEASE PRESS NUMBER EIGHT ON THE SERVICE MENU. IF YOUR PROBLEM OR REQUEST DOES NOT FALL WITHIN THE CATEGORIES LISTED, PRESS NUMBER EIGHT.

TOUCH THE AREA OR AREAS BELOW, THEN TOUCH DONE.

[1. ENGINE / DRIVEABILITY]  
 2. NOISES / VIBRATIONS  
 3. AUTOMATIC / MANUAL / 4 WHEEL DRIVE TRANSMISSION  
 4. HEATER / AIR CONDITIONING  
 5. BRAKES  
 6. STEERING / SUSPENSION  
 7. POWER ACCESSORIES / ELECTRICAL  
 8. OTHER SERVICES

**Fig. 13**

—ENGINE / DRIVEABILITY SECTION—

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

SYMPOIAMS WHEN STARTING: \_\_\_\_\_

TOUCH THE APPROPRIATE SYMPTOM OR SYMPOIAMS BELOW.

1. SYMPTIONS WHEN STARTING
2. SYMPTOMS WHEN DRIVING
3. OTHER SYMPTOMS

[DOES NOT TURN OVER]

TURNS OVER, BUT DOES NOT START.

TURNS OVER SLOWLY.

TURNS OVER PROPERLY, BUT STARTS HARD.

TAKES TOO LONG BEFORE IT STARTS.

I MUST PRESS THE GAS PEDAL HARD TO MAKE THE ENGINE START.

STARTS OK, BUT THAN STALLS.

NONE OF THE ABOVE STARTING SYMPTOMS.

1     2     3

BACK     HELP

OK     BACK     HELP

HELP

**Fig. 14A**

**Fig. 14B**

|   |  |
|---|--|
| WHEN DO YOU NOTICE IT: —  | WHEN DO YOU NOTICE THE SYMPTOMS? TOUCH THE APPROPRIATE BOX OR BOXES.   |
| WHEN THE ENGINE TEMPERATURE SHOWS: —  | <input type="radio"/> COLD <input checked="" type="radio"/> NORMAL <input type="radio"/> HOT   ANY TEMP  |
| WHEN THE ENGINE'S RPM SHOWS: —  | <input type="radio"/> BELOW 1000 <input type="radio"/> 1000 TO 2000 <input checked="" type="radio"/> 2000 TO 4000<br><input type="radio"/> OVER 4000 RPM <input checked="" type="radio"/> NOT APPLICABLE |
| WHEN THE VEHICLE IS: —  | <input type="radio"/> WARMING UP <input checked="" type="radio"/> STARTING COLD<br><input type="radio"/> RESTARTING HOT <input type="radio"/> NOT APPLICABLE   |
| DOES THE "CHECK ENGINE" LIGHT COME ON: —  | <input type="radio"/> YES <input checked="" type="radio"/> NO  |
| THE SYMPTOMS OCCURE WHEN MY VEHICLE'S SPEED IS (MPH) —                            | <input type="radio"/> 0 TO 20 <input type="radio"/> 20 TO 35 <input checked="" type="radio"/> 35 TO 55<br><input type="radio"/> OVER 55 MPH <input type="radio"/> DOESN'T MATTER                         |
| THE SYMPTOM OCCURES WHEN I DRIVE FOR: —   | <input type="radio"/> UNDER 5 MILES <input checked="" type="radio"/> 5 TO 10 MILES<br><input type="radio"/> OVER 10 MILES <input type="radio"/> DOESN'T MATTER   |
| <input type="button"/> OK <input type="button"/> BACK <input type="button"/> HELP |  |

**Fig. 14C**

|   |  |
|---|--|
| SYMPTIONS WHEN DRIVING: —   | TOUCH THE APPROPRIATE SYMPTOM OR SYMPTOMS BELOW. |
| <input type="checkbox"/> HESITATES OR STALLS WHEN SPEEDING UP.<br><input type="checkbox"/> STALLS WHEN I SLOW DOWN OR STOP.<br><input type="checkbox"/> STALLS WHEN TURNING RIGHT OR LEFT.<br><input type="checkbox"/> LACKS POWER AT HIGHWAY SPEED.<br><input type="checkbox"/> LACKS POWER BELOW HIGHWAY (CITY) SPEEDS.<br><input type="checkbox"/> ENGINE BACKFIRES (LOUD POPPING NOISE)<br><input type="checkbox"/> ENGINE KEEPS RUNNING WHEN IGNITION KEY IS OFF.<br><input type="checkbox"/> SPEEDS UP OR SLOWS DOWN UNEXPECTEDLY.<br><input type="checkbox"/> POOR FUEL ECONOMY.<br><input type="checkbox"/> NONE OF THE ABOVE DRIVING SYMPTOMS. |  |
| <input type="button"/> OK <input type="button"/> BACK <input type="button"/> HELP   |  |

**Fig. 14D**

**NOISE OR VIBRATION SELECTION:**

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM.

1. NOISES-WHAT YOU CAN HEAR.
2. VIBRATIONS-WHAT YOU CAN FEEL.
3. BOTH NOISES AND VIBRATIONS.

1     2     3     BACK     HELP

**Fig. 15A**

**NOISE INFORMATION:**

LISTED BELOW ARE EXAMPLES OF NOISES COMMONLY FOUND COMING FROM YOUR VEHICLE. TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBES THE NOISES YOU ARE HEARING.

- |   |   |
|---|---|
| <input type="checkbox"/> SQUEAK           | <input type="checkbox"/> TAP                  |
| <input type="checkbox"/> RATTLE           | <input type="checkbox"/> CLICK                |
| <input type="checkbox"/> WHISTLE          | <input type="checkbox"/> GRIND                |
| <input type="checkbox"/> HUM              | <input type="checkbox"/> GROWL                |
| <input type="checkbox"/> BUZZ             | <input type="checkbox"/> KNOCK                |
| <input type="checkbox"/> CHIRP            | <input type="checkbox"/> METAL CLANG          |
| <input type="checkbox"/> SQUEAL           | <input type="checkbox"/> RUMBLE               |
| <input checked="" type="checkbox"/> CLUNK | <input type="checkbox"/> NONE OF<br>THE ABOVE |

OK

BACK

HELP

**Fig. 15B**

**WHERE IS IT COMMING FROM:** \_\_\_\_\_

PLEASE INDICATE THE APPROPRIATE AREA THE NOISE AND/OR VIBRATION SEEMS TO COME FROM. TOUCH THE LOCATION OF THE PROBLEM ON THE APPROPRIATE ILLUSTRATION.

|   |   |
|---|---|
| INSIDE THE VEHICLE                              | UNDER THE VEHICLE                               |
| <input type="checkbox"/> RIGHT SIDE (PASSENGER) | <input type="checkbox"/> RIGHT SIDE (PASSENGER) |
| <input type="checkbox"/> LEFT SIDE (DRIVER)     | <input type="checkbox"/> LEFT SIDE (DRIVER)     |

|                                    |                                    |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> CLEAR DOT | <input type="checkbox"/> CLEAR DOT |
|------------------------------------|------------------------------------|

|                                    |                                    |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> CLEAR DOT | <input type="checkbox"/> CLEAR DOT |
|------------------------------------|------------------------------------|

**AT WHAT SPEED (MPH):** \_\_\_\_\_

|                                   |                                      |  |
|-----------------------------------|--------------------------------------|--|
| <input type="checkbox"/> 0 TO 5   | <input type="checkbox"/> 5 TO 20     | <input checked="" type="checkbox"/> 20 TO 45       |
| <input type="checkbox"/> 45 TO 55 | <input type="checkbox"/> OVER 55 MPH | <input checked="" type="checkbox"/> DOESN'T MATTER |

**ON WHAT KINDS OF ROADS:** \_\_\_\_\_

|  |   |
|--|---|
| <input type="checkbox"/> SMOOTH PAVED              | <input type="checkbox"/> OPOTHOLES                  |
| <input type="checkbox"/> DIRT                      | <input type="checkbox"/> OWET OR SNOW COVERED PAVED |
| <input checked="" type="checkbox"/> DOESN'T MATTER | <input type="checkbox"/> OROUGH PAVED               |

|                             |                               |                               |
|-----------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> OK | <input type="checkbox"/> BACK | <input type="checkbox"/> HELP |
|-----------------------------|-------------------------------|-------------------------------|

**Fig. 15C**

**WHEN DOES IT HAPPEN:** \_\_\_\_\_

WHEN DO YOU NOTICE THE NOISE AND / VIBRATION PLEASE ANSWER THE QUESTIONS BY TOUCHING THE APPROPRIATE BOX OR BOXES WITH THE PROVIDED PEN.

**IT OCCURES WHEN THE VEHICLE IS:** \_\_\_\_\_

|                                 |                                     |  |
|---------------------------------|-------------------------------------|--|
| <input type="checkbox"/> MOVING | <input type="checkbox"/> NOT MOVING | <input checked="" type="checkbox"/> BOTH |
|---------------------------------|-------------------------------------|--|

**MOST LIKELY OCCURES WHEN I AM:** \_\_\_\_\_

|   |   |
|---|---|
| <input type="checkbox"/> PRESSING MEDIUM TO LIGHT ON THE GAS PEDAL. |   |
| <input type="checkbox"/> DRIVING, LETTING UP ON THE GAS.            |   |
| <input type="checkbox"/> CRUSING AT A CONSTANT SPEED.               |   |
| <input type="checkbox"/> OBREAKING HARD.                            | <input type="checkbox"/> OBRAKING NORMALLY. |
| <input type="checkbox"/> TURNING LEFT.                              | <input type="checkbox"/> OTURNING RIGHT.    |
| <input checked="" type="checkbox"/> NON OF THE ABOVE.               |   |

**AT WHAT SPEED (MPH):** \_\_\_\_\_

|                                   |                                      |  |
|-----------------------------------|--------------------------------------|--|
| <input type="checkbox"/> 0 TO 5   | <input type="checkbox"/> 5 TO 20     | <input checked="" type="checkbox"/> 20 TO 45       |
| <input type="checkbox"/> 45 TO 55 | <input type="checkbox"/> OVER 55 MPH | <input checked="" type="checkbox"/> DOESN'T MATTER |

**ON WHAT KINDS OF ROADS:** \_\_\_\_\_

|  |   |
|--|---|
| <input type="checkbox"/> SMOOTH PAVED              | <input type="checkbox"/> OPOTHOLES                  |
| <input type="checkbox"/> DIRT                      | <input type="checkbox"/> OWET OR SNOW COVERED PAVED |
| <input checked="" type="checkbox"/> DOESN'T MATTER | <input type="checkbox"/> OROUGH PAVED               |

|                             |                               |                               |
|-----------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> OK | <input type="checkbox"/> BACK | <input type="checkbox"/> HELP |
|-----------------------------|-------------------------------|-------------------------------|

**Fig. 15D**

TO 52 20 - E 20 20 20

VIBRATION INFORMATION:

LISTED BELOW ARE EXAMPLES OF VIBRATIONS COMMONLY FOUND COMING FROM YOUR VEHICLE. TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBES THE VIBRATIONS YOU ARE FEELING.

SHAKING       SHUDDER  
 THUMPING       PULSATION  
 TREMBLING       MOAN  
 BOOM       ROUGHNESS  
 BUZZING       TINGLING  
 CLUNK       RUMBLE  
 CHATTER       SHIMMY  
 NONE OF  
THE ABOVE

OK      BACK      HELP

Fig. 15E

TRANSMISSION INFORMATION:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. AUTOMATIC TRANSMISSION  
2. MANUAL TRANSMISSION  
3. FOUR WHEEL DRIVE

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OK      BACK      1      2      3      HELP

Fig. 16A

**AUTOMATIC TRANSMISSION:** \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

DOESN'T SHIFT UP.  
 DOESN'T SHIFT DOWN.  
 DELAYS ENGAGEMENT IN FORWARD GEAR.  
 DELAYS ENGAGEMENT IN REVERSE GEAR.  
 SHIFT IS ROUGH OR HARSH.  
 SHIFT IS SLOW-SEEMS TO SLIP.  
 SHIFT IS TOO EARLY.  
 ENGINE RACES OR INCREASES RPM WHEN SHIFTING.  
 TRANSMISSION MAKES UNUSAL NOISES.  
 OIL OR FLUID LEAK COMING FROM TRANSMISSION.  
 NONE OF THE ABOVE SYMPTOMS.

**Fig. 16B**

**MANUAL TRANSMISSION:** \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

DOESN'T GO INTO ANY GEAR.  
 CLUTCH SEEKS TO SLIP GOING INTO GEAR.  
 CHATTERS GOING INTO GEAR.  
 MAKES A GRINDING NOISE GOING INTO GEAR.  
 CLUTCH SEEKS HARD TO DEPRESS.  
 CLUTCH SEEKS SOFT TO DEPRESS.  
 CLUTCH PEDAL ENGAGES TO HIGH.  
 CLUTCH PEDAL ENGAGES TOO LOW.  
 POPS OUT OF GEAR.  
 OIL OR FLUID LEAKING FROM TRANSMISSION.  
 [NONE OF THE ABOVE SYMPTOMS.]

**Fig. 16C**

**FOUR WHEEL DRIVE:** \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

DOESN'T SHIFT INTO 4WD HI  
DOESN'T SHIFT INTO 4WD LOW.  
MAKES A GRINDING NOISE GOING INTO 4WD.  
4WD LIGHT DOESN'T COME ON.  
4WD FRONT HUBS DON'T ENGAGE.  
HARD TO TAKE OUT OF 4WD.  
NONE OF THE ABOVE SYMPTOMS.

THE SYSTEM SHOWS WHEN THE VEHICLE IS:  
 ACCELERATING    STANDING STILL    BRAKING  
 TURNING    SLOWING DOWN    DRIVING UPHILL

THE SYMPTOM OCCURS WHEN I DRIVE FOR:  
 UNDER 5 MILES    5 TO 10 MILES  
 OVER 10 MILES

MY VEHICLE'S ENGINE TEMPERATURE READS:  
 COLD    NORMAL    HOT

**Fig. 16D**

**WHEN DOES IT HAPPEN:** \_\_\_\_\_

WHEN DO YOU NOTICE THE SYMPTOM(S),  
TOUCH THE APPROPRIATE BOX OR BOXES BELOW.

IN WHAT GEAR DOES THE SYMPTOM SHOW:  
**AUTOMATIC TRANSMISSION:** \_\_\_\_\_

PARK    REVERSE    NEUTRAL  
 D    3    2    1    ANY GEAR.

**MANUAL TRANSMISSION:** \_\_\_\_\_

1    2    3    4    5    6  
 NEUTRAL    ANY GEAR

THE SYSTEM SHOWS WHEN THE VEHICLE IS:  
 ACCELERATING    STANDING STILL    BRAKING  
 TURNING    SLOWING DOWN    DRIVING UPHILL

THE SYMPTOM OCCURS WHEN I DRIVE FOR:  
 UNDER 5 MILES    5 TO 10 MILES  
 OVER 10 MILES

MY VEHICLE'S ENGINE TEMPERATURE READS:  
 COLD    NORMAL    HOT

**Fig. 16E**

**HEATER / AIR CONDITIONING:**

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

**1. HEATING SYSTEM.**

**2. AIR CONDITIONING SYSTEM.**

**3. AUTO TEMPERATURE CONTROL SYSTEM.**

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

TEMPERATURE CONTROL SELECTOR IS HARD TO MOVE.

VENT CONTROL SELECTOR IS HARD TO MOVE.

DOESN'T DELIVER HOT AIR.

TAKES TOO LONG TO DELIVER HOT AIR.

DEFROST INOPERABLE OR FOGS UP.

ENGINE TEMPERATURE GAUGE DOESN'T MOVE OFF OF COLD.

UNUSUAL ODORS WHEN OPERATING.

AIR DOESN'T FLOW FROM ALL OUTLETS PROPERLY.

NONE OF THE ABOVE SYMPTOMS.

1     2     3     BACK     HELP

**Fig. 17A**

**HEATING SYSTEMS:**

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

TEMPERATURE CONTROL SELECTOR IS HARD TO MOVE.

VENT CONTROL SELECTOR IS HARD TO MOVE.

DOESN'T DELIVER HOT AIR.

TAKES TOO LONG TO DELIVER HOT AIR.

DEFROST INOPERABLE OR FOGS UP.

ENGINE TEMPERATURE GAUGE DOESN'T MOVE OFF OF COLD.

UNUSUAL ODORS WHEN OPERATING.

AIR DOESN'T FLOW FROM ALL OUTLETS PROPERLY.

NONE OF THE ABOVE SYMPTOMS.

OK     BACK     HELP

**Fig. 17B**

F D S E A D " E A C H D A S S 6 0

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AIR CONDITIONING SYSTEMS: \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

TEMPERATURE CONTROL SELECTOR IS HARD TO MOVE.  
 VENT CONTROL SELECTOR IS HARD TO MOVE.  
 DOESN'T DELIVER COLD AIR.  
 TAKES TOO LONG TO DELIVER COLD AIR.  
 TEMPERATURE CHANGES UNEXPECTEDLY.  
 UNUSUAL ODORS WHEN OPERATING.  
 DOESN'T FLOW FROM ALL OUTLETS PROPERLY.  
 A/C COMPRESSOR SEEMS TO CYCLE TOO OFTEN  
 [NONE OF THE ABOVE SYMPTOMS.]

OK      BACK      HELP

AUTOMATIC TEMPERATURE CONTROL SYSTEM: \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

TEMPERATURE READING IS INACCURATE.  
 BUTTONS ON THE CONTROL UNIT ARE INOPERABLE.  
 TAKES TOO LONG TO DELIVER ACCURATE TEMPERATURE.  
 [NONE OF THE ABOVE SYMPTOMS.]

OK      BACK      HELP

**Fig. 17C**

**Fig. 17D**

|   |  |
|---|--|
| WHEN DOES IT HAPPEN: _____  | WHEN DO YOU NOTICE THE SYMPTOM(S).<br>TOUCH THE APPROPRIATE BOX OR BOXES BELOW.  |
| WHEN THE SELECTOR CONTROL IS: _____   | <input type="radio"/> FLOOR <input type="radio"/> OMIX <input type="radio"/> OVENT <input type="radio"/> ODEFROST<br><input checked="" type="radio"/> DOESN'T MATTER                                     |
| WHEN THE TEMPERATURE CONTROL IS: _____  | <input type="radio"/> COOL <input type="radio"/> OWARM <input type="radio"/> ONORMAL A/C <input type="radio"/> OMAX A/C<br><input type="radio"/> DEFROST <input checked="" type="radio"/> DOESN'T MATTER |
| WHEN I AM MOVING THE SELECTOR OR<br>CHANGING THE TEMPERATURE: _____                                       | <input type="radio"/> YES <input checked="" type="radio"/> NO  |
| WHEN THE VEHICLE IS: _____  | <input type="radio"/> STOPPED <input checked="" type="radio"/> ACCELERATING FROM STOP<br><input type="radio"/> MOVING <input type="radio"/> DECELERATING <input checked="" type="radio"/> DOESN'T MATTER |
| WHEN THE VEHICLE TEMPERATURE IS: _____  | <input type="radio"/> COLD <input type="radio"/> ONORMAL <input checked="" type="radio"/> OHOT <input checked="" type="radio"/> DOESN'T MATTER   |
| <input type="button" value="OK"/> <input type="button" value="BACK"/> <input type="button" value="HELP"/> |  |

Fig. 17E

**BRAKE SYSTEM:** \_\_\_\_\_  
THE FOLLOWING QUESTIONS ARE DESIGNED TO  
DELIVER VALUABLE INFORMATION TO THE  
SERVICE TECHNICIAN WHO WILL WORK ON YOUR  
VEHICLE. PLEASE TOUCH THE APPROPRIATE  
NUMBER FOR YOUR VEHICLE'S SYMPTOMS.

1. CONVENTIAL BRAKE SYSTEM.
2. ANTI LOCK BRAKE SYSTEM.
3. BOTH SYSTEMS.

**CONVENTIAL BRAKE SYSTEM** \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT  
BEST DESCRIBES WHAT YOU ARE NOTICING.

- BRAKE PEDAL SEEMS TO PULSATE.
- PULLS RIGHT OR LEFT WHEN STOPPING.
- GRINDING NOISE WHEN STOPPING.
- SQUEAKS WHEN STOPPING.
- BRAKE PEDAL FADES (GOES TO THE FLOOR)
- BRAKE PEDAL SEEMS LOW.
- BRAKING EFFORT SEEMS EXCESSIVE.
- BRAKE LIGHT ON.
- NONE OF THE ABOVE SYMPTOMS.

1     2     3     BACK     HELP

**Fig. 18A**

OK     BACK     HELP

**Fig. 18B**

STEERING AND SUSPENSION:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. STEERING  
 2. SUSPENSION

1     2     BACK     HELP

**Fig. 19A**

STEERING INFORMATION:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

STEERING WHEEL SHAKES WHILE DRIVING.  
 VEHICLE PULLS RIGHT WHILE DRIVING.  
 VEHICLE PULLS LEFT WHILE DRIVING.  
 VEHICLE WANDERS LEFT OR RIGHT WHILE DRIVING.  
 STEERING WHEEL IS OFF-CENTER.  
 TIRES ARE WEARING ABNORMALLY.  
 STEERING WHEEL SEEMS HARD TO TURN.  
 POWER STEERING MAKES ABNORMAL NOISES.  
 NONE OF THE ABOVE SYMPTOMS.

OK     BACK     HELP

**Fig. 19B**

F D S E C D E E F D D D

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SUSPENSION INFORMATION: \_\_\_\_\_

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

FRONT END BOUNCES EXCESSIVELY WHILE DRIVING  
 REAR END BOUNCES EXCESSIVELY WHILE DRIVING.  
 RIGHT FRONT SEEMS TO SAG.  
 LEFT FRONT SEEMS TO SAG.  
 RIGHT REAR SEEMS TO SAG.  
 LEFT REAR SEEMS TO SAG.  
 SUSPENSION NOISE OVER BUMPS.  
 SUSPENSION SEEKS TOO SOFT.  
 AUTO RIDE CONTROL LIGHT COMES ON.  
 NONE OF THE ABOVE SYMPTOMS.

OK      BACK      HELP

**Fig. 19C**

WHEN DOES IT HAPPEN: \_\_\_\_\_

WHEN DO YOU NOTICE THE SYMPTOM(S) TOUCH THE APPROPRIATE BOX OR BOXES BELOW.

WHEN THE VEHICLE IS: \_\_\_\_\_

ACCELERATING  SLOWING DOWN OR STOPPING  
 TURNING  TURNING ON PAVED ROADS  
 TURNING ON DIRT OR ROUGH ROADS  
 [DOESN'T MATTER]

WHEN THE VEHICLE'S SPEED IS: \_\_\_\_\_

NOT MOVING  0 TO 10 MPH  
 10 TO 35 MPH  35 TO 50 MPH  
 OVER 55 MPH

OK      BACK      HELP

**Fig. 19D**

**ELECTRICAL INFORMATION:**

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. ELECTRICALLY OPERATED COMPONENTS.
1. POWER ACCESSORIES.

**ELECTRICALLY OPERATED COMPONENTS—**

TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBE THE AREA OF THE SYMPTOM...

- EXTERIOR LIGHT(S).
- INTERIOR LIGHT(S)
- WARNING GUAGES OR LIGHTS.
- HORN OR CIGAR LIGHTER / POWER SOCKET.
- WINDSHIELD WIPERS / WASHERS.
- [REAR WINDOW DEFROSTER]

IF THE ABOVE DOESN'T SEEM TO DESCRIBE THE PROBLEM, TOUCH "BACK" THEN SELECT "POWER ACCESSORIES" AND LOOK THERE FOR A BETTER DESCRIPTION.

[1]    [2]    BACK    HELP

OK    BACK    HELP

OK    BACK    HELP

**Fig. 20A**

**Fig. 20B**

**POWER ACCESSORIES INFORMATION:**

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

KEYLESS ENTRY / ALARM SYSTEM.  
 LIGHTED MIRRORS / POWER MIRRORS.  
 AUTO DIM HEADLAMPS / INTERIOR LIGHTING.  
 POWER SEAT ADJUSTMENT/ COMFORT.  
 AUDIO SYSTEMS / POWER ANTENNA.  
 POWER WINDOWS / LOCKS / SUNROOF.  
 CRUISE CONTROL.

IF THE ABOVE DOESN'T SEEM TO DESCRIBE THE PROBLEM, TOUCH "BACK" THEN SELECT "ELECTRICALLY OPERATED COMPONENTS" AND LOOK THERE FOR A BETTER DESCRIPTION.

OK       BACK       HELP

**Fig. 20C**

**LETS NARROW THE SEARCH:**

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE PROBLEM.

|  |  |
|--|--|
| <input type="checkbox"/> SCRATCHED           | <input type="checkbox"/> OUT OF ADJUSTMENT |
| <input type="checkbox"/> MISSING             | <input type="checkbox"/> BROKEN            |
| <input type="checkbox"/> LEAKS AIR           | <input type="checkbox"/> CRACKED           |
| <input type="checkbox"/> LEAKS WATER         | <input type="checkbox"/> WARPED            |
| <input type="checkbox"/> TORN                | <input type="checkbox"/> LOOSE             |
| <input type="checkbox"/> BLEMISHED           | <input type="checkbox"/> COLOR FADES       |
| <input type="checkbox"/> LIFT MECHANISM      | <input type="checkbox"/> PEELING           |
| <input type="checkbox"/> FOLD MECHANISM      | <input type="checkbox"/> PITTED            |
| <input type="checkbox"/> WON'T LOCK / UNLOCK | <input type="checkbox"/> DOESNT WORK       |
| <input type="checkbox"/> NONE OF THE ABOVE   |  |

OK       BACK       HELP

**Fig. 20D**

**WHEN DOES IT HAPPEN:**

WHEN DO YOU NOTICE THE SYMPTOM(S)  
TOUCH THE APPROPRIATE BOX OR BOXES BELOW

WHEN I TURN THE SWITCH ON OR OFF.

WHEN THE VEHICLE HITS A BUMP.

WHEN I TRY TO MAKE AN ADJUSTMENT.

WHEN I ADJUST THE VOLUME.

WHEN I START THE VEHICLE.

WHEN I TRY TO SET THE CONTROL.

WHEN I OPEN A DRIVER-SIDE DOOR.

WHEN I OPEN A PASSENGER SIDE DOOR.

WHEN I OPEN THE TRUNK / HOOD.

WHEN I TURN THE HEAD LIGHTS ON.

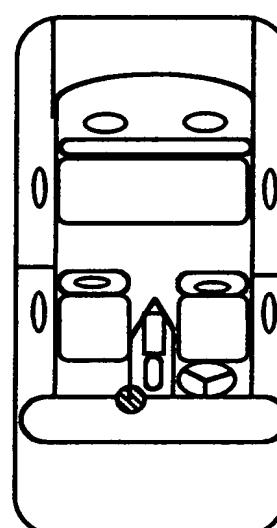
NONE OF THE ABOVE.

**OK** **BACK** **HELP**

**SELECT THE AREA IT IS LOCATED IN:**

TOUCH THE APPROPRIATE BOX OR BOXES THAT  
BEST DESCRIBES WHERE THE PROBLEM  
IS LOCATED.

PLEASE TOUCH THE AREA WHERE THE SYMPTOMS OCCURS:



**RIGHT SIDE (PASSENGER)**

**LEFT SIDE (DRIVER)**

**CLEAR DOT**

**OK** **BACK** **HELP**

**Fig. 20E****Fig. 20F**

F D G 2 C 0 " E 2 F 6 D 2 B 6 0

**OTHER SERVICES AVAILABLE:**  
PLEASE SELECT THE CATEGORY OF THE PROBLEM  
YOU ARE OBSERVING WITH YOUR VEHICLE.

1. SCHEDULED MAINTENANCE.
2. UNSCHEDULED MAINTENANCE.
3. VEHICLE EXTERIOR.
4. VEHICLE INTERIOR.
5. SPECIAL ORDER PARTS/ RECALL NOTICE.
6. NEW OR USED CAR INTERNAL.
7. GENERAL PROBLEMS.

[1] [2] [3] [4] [5] [6] [7]

**BACK** **HELP**

**OK**

**BACK** **HELP**

**SCHEDULED MAINTENANCE:**

YOUR VEHICLE'S CLOSEST SCHEDULED MAINTENANCE SERVICE HAS BEEN HIGHLIGHTED BELOW. PLEASE CHOOSE THE SERVICE YOU WISH TO HAVE PERFORMED BY TOUCHING THE APPROPRIATE MILEAGE. REFER TO YOUR MAINTENANCE SCHEDULE BOOKLET TO VIEW THE ITEMS PERFORMED IN THE SERVICE. IF YOU WISH TO CHANGE ANY PART OF THE SERVICE, SELECT HELP THEN #3

YOUR ENTERED MILEAGE IS: 12,500

- 12,000 MILES       18,000 MILES  
 6,000 MILES       24,000 MILES

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**Fig. 21A**

**Fig. 21B**

|                                  |   |   |
|----------------------------------|---|---|
| <b>UN SCHEDULED MAINTENANCE:</b> | <input type="checkbox"/> EVERY 3000 MILES: \$ 35.00           | <input type="checkbox"/> EVERY 6000 MILES: \$ 55.00           |
|                                  | <input type="checkbox"/> EVERY 15,000 MILES: \$ 85.00         | <input type="checkbox"/> EVERY 30,000 MILES: \$100.00         |
|                                  | <input type="checkbox"/> EVERY 60,000 MILES: \$125.00         | <input type="checkbox"/> VEHICLE ALIGNMENT, 2 WHEEL: \$ 35.00 |
|                                  | <input type="checkbox"/> VEHICLE ALIGNMENT, 4 WHEEL: \$ 75.00 | <input type="checkbox"/> VEHICLE INSPECTION: \$35.00          |

**Fig. 21C**

|                          |  |
|--------------------------|--|
| <b>VEHICLE EXTERIOR:</b> | <input type="checkbox"/> THIS SECTION INCLUDES THE VEHICLE'S BODY AND RELATED EXTERIOR PARTS. PLEASE TOUCH THE APPROPRIATE AREA IN WHICH THE PROBLEM IS OCCURRING. |
|                          | <input type="radio"/> BODY PANELS FIT AND FINISH.  |
|                          | <input type="radio"/> EXTERIOR SEALS (DOORS, SUNROOF, TRUNK, ETC.)   |
|                          | <input type="radio"/> PLASTIC TRIM AND MOLDINGS.   |
|                          | <input type="radio"/> EXTERIOR MIRRORS, HANDLES, LOCKS AND BUTTONS.  |
|                          | <input type="radio"/> WHEELS OR SPARE WHEEL CARRIERS.  |
|                          | <input type="radio"/> PAINT AND / OR CLEARCOAT.  |
|                          | <input type="radio"/> REMOVEABLE HARDTOP / SOFT TOP CONVERTABLE.   |
|                          | <input type="radio"/> WINDSHIELD OR WINDOWS.   |
|                          | <input checked="" type="radio"/> EXTERIOR LIGHTS OR LIGHT COVERS.  |

**Fig. 21D**

TOE TO EXCERPT

VEHICLE EXTERIOR: \_\_\_\_\_

TOUCH THE LOCATION ON THE GRAPHIC BELOW  
TO SHOW THE LOCATION OF THE PROBLEM.

TOP VIEW

RIGHT SIDE (PASSENGER)

LEFT SIDE (DRIVER)

CLEAR DOT

OK

BACK

HELP

PROBLEM LOCATIONS: \_\_\_\_\_

TO HELP NARROW THE SEARCH, TOUCH THE WORD OR WORDS THAT BEST DESCRIBE WHERE THE PROBLEM IS LOCATED.

EXTERIOR LOCATIONS: \_\_\_\_\_

EXTERIOR LIGHT.  
 EXTERIOR LIGHT COVER

OK

BACK

HELP

**Fig. 21F**

**Fig. 21E**

VEHICLE INTERIOR: \_\_\_\_\_

THIS SECTION INCLUDES THE VEHICLE'S INTERIOR AND TRUNK AREA. PLEASE TOUCH THE APPROPRIATE NUMBER IN WHICH THE PROBLEM IS OCCURRING.

SEATS OR SEAT CUSHIONS.  
 CARPETING OR FLOOR MATS.  
 DOOR PANELS OR INTERIOR SIDE PANELS.  
 INTERIOR TRIM OR HEADLINER.  
 DASH PANEL OR INSTRUMENT PANEL.  
 INTERIOR KNOBS, HANDLES AND LATCHES.  
 INTERIOR SWITCHES, BUTTONS, LOCKS AND SLIDES.  
 WINDSHIELD OR WINDOWS.  
 INTERIOR LIGHTING, INSTRUMENT PANEL LIGHTING.

OK     BACK     HELP

**Fig. 21G**

PROBLEM LOCATION: \_\_\_\_\_

TO HELP NARROW THE SEARCH, TOUCH THE WORD OR WORDS THAT BEST DESCRIBE WHERE THE PROBLEM IS LOCATED.

INTERIOR LOCATIONS: \_\_\_\_\_

INTERIOR LIGHT.  
 INTERIOR INSTRUMENT LIGHT.

OK     BACK     HELP

**Fig. 21H**

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VEHICLE INTERIOR: \_\_\_\_\_

TOUCH THE LOCATION ON THE GRAPHIC BELOW  
TO SHOW THE LOCATION OF THE PROBLEM.

RIGHT SIDE (PASSENGER)

LEFT SIDE (DRIVER)

CLEAR DOT

OK       BACK       HELP

**Fig. 21I**

PROBLEM DESCRIPTION: \_\_\_\_\_

TOUCH THE BOX OR BOXES NEXT TO THE WORD  
OR PHRASE THAT BEST DESCRIBES THE PROBLEM.

SCRATCHED       OUT OF ADJUSTMENT  
 MISSING       BROKEN  
 LEAKS AIR       CRACKED  
 LEAKS WATER       WARPED  
 TORN       LOOSE  
 BLEMISHED       COLORFADES  
 LIFT MECHANISM       PEELING  
 FOLD MECHANISM       PITTED  
 WONT LOCK / UNLOCK       DOESN'T WORK  
  
 NONE OF THE ABOVE

OK       BACK       HELP

**Fig. 21J**

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SPECIAL ORDER / RECALL NOTICE:

IF YOU HAVE RECEIVED NOTIFICATION REGARDING AN ORDERED PART, TOUCH ONE. IF YOU HAVE RECEIVED A MANUFACTURER'S RECALL NOTICE REGARDING YOUR VEHICLE, TOUCH TWO. PLEASE PLACE THE NOTICE ON THE DASHBOARD AREA OF YOUR VEHICLE FOR THE SERVICE TECHNICIAN.

SPECIAL ORDER PARTS NOTICE.  
 MANUFACTURE'S RECALL NOTICE.

OK      BACK      HELP

**Fig. 21K**

NEW / USED CAR INTERNAL:

IF YOU HAVE A "NEW CAR INTERNAL REPAIR ORDER" PRESS ONE. IF YOU HAVE A "USED CAR INTERNAL REPAIR ORDER" PRESS TWO. PLEASE PLACE THE REPAIR ORDER ON THE DASHBOARD OF YOUR VEHICLE.

NEW CAR INTERNAL.  
 USED CAR INTERNAL.

OK      BACK      HELP

**Fig. 21L**

T0020 "E26083360

THIS SECTION OFFERS YOU A GENERAL DESCRIPTION OF THE VEHICLE'S PROBLEM AND PROVIDES THE TECHNICIAN WITH VITAL INFORMATION TO BEGIN A SUCCESSFUL REPAIR. IF YOU CAN'T FIND YOUR VEHICLE'S SYMPTOM IN THE MAIN MENU, PROCEED TO THE NEXT SCREEN BY TOUCHING **OK** BELOW, OR SEE YOUR SERVICE ADVISOR.

THERE ARE FOUR MAIN SENSES YOU HAVE THAT INDICATE A PROBLEM WITH YOUR VEHICLE. PLEASE CHOOSE THE MOST APPROPRIATE SENSE BELOW.

1. THINGS YOU **SEE**.  
 2. THINGS YOU **HEAR**.  
 3. THINGS YOU **SMELL**.  
 4. THINGS YOU **FEEL**.

1    2    3    4    BACK    HELP

**Fig. 21M**

THINGS YOU SEE: \_\_\_\_\_

TOUCH THE BOX NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBE THE PROBLEM.

SCRATCHED    OUT OF ADJUSTMENT  
 MISSING    BROKEN  
 LEAKS AIR    CRACKED  
 LEAKS WATER    WARPED  
 TORN    LOOSE  
 BLEMISHED    COLOR FADES  
 LIFT MECHANISM    PEELING  
 FOLD MECHANISM    PITTED  
 WONT LOCK / UNLOCK    DOESN'T WORK  
 NONE OF THE ABOVE

OK    BACK    HELP

**Fig. 21N**

THINGS YOU HEAR: \_\_\_\_\_

TOUCH THE BOX NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBE THE PROBLEM.

THINGS YOU SMELL: \_\_\_\_\_

TOUCH THE BOX NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBE THE PROBLEM.

|                                  |   |
|----------------------------------|---|
| <input type="checkbox"/> SQUEAK  | <input type="checkbox"/> TAP                  |
| <input type="checkbox"/> RATTLE  | <input type="checkbox"/> CLICK GRIND          |
| <input type="checkbox"/> WHISTLE | <input type="checkbox"/> GROWL                |
| <input type="checkbox"/> HUM     | <input type="checkbox"/> KNOCK                |
| <input type="checkbox"/> BUZZ    | <input type="checkbox"/> METAL CLANG          |
| <input type="checkbox"/> CHIRP   | <input type="checkbox"/> RUMBLE               |
| <input type="checkbox"/> SQUEAL  | <input type="checkbox"/> NONE OF<br>THE ABOVE |
| <input type="checkbox"/> CLUNK   | <input type="checkbox"/> CLUNK                |

|  |
|--|
| <input type="checkbox"/> BURNING SMELL               |
| <input type="checkbox"/> MUSTY ODOR                  |
| <input type="checkbox"/> RAW FUEL SMELL              |
| <input type="checkbox"/> ROTTEN-EGG SMELL            |
| <input type="checkbox"/> EXHAUST LEAK                |
| <input type="checkbox"/> ENGINE COOLANT SMELL        |
| <input type="checkbox"/> BURNING BRAKE SMELL         |
| <input type="checkbox"/> BURNING CLUTCH SMELL        |
| <input type="checkbox"/> BURNING RUBBER SMELL        |
| <input type="checkbox"/> NONE OF THE ABOVE SYMPTOMS. |

OK     BACK     HELP

THINGS YOU HEAR: \_\_\_\_\_

TOUCH THE BOX NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBE THE PROBLEM.

|  |
|--|
| <input type="checkbox"/> BURNING SMELL               |
| <input type="checkbox"/> MUSTY ODOR                  |
| <input type="checkbox"/> RAW FUEL SMELL              |
| <input type="checkbox"/> ROTTEN-EGG SMELL            |
| <input type="checkbox"/> EXHAUST LEAK                |
| <input type="checkbox"/> ENGINE COOLANT SMELL        |
| <input type="checkbox"/> BURNING BRAKE SMELL         |
| <input type="checkbox"/> BURNING CLUTCH SMELL        |
| <input type="checkbox"/> BURNING RUBBER SMELL        |
| <input type="checkbox"/> NONE OF THE ABOVE SYMPTOMS. |

SQUEAK     TAP

RATTLE     CLICK GRIND

WHISTLE     GROWL

HUM     KNOCK

BUZZ     METAL CLANG

CHIRP     RUMBLE

SQUEAL     NONE OF  
THE ABOVE

CLUNK     CLUNK

OK     BACK     HELP

**Fig. 21P****Fig. 21O**

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THINGS YOU FEEL: \_\_\_\_\_

LISTED BELOW ARE EXAMPLES OF VIBRATIONS COMMONLY FOUND COMING FROM YOUR VEHICLE. TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBE THE VIBRATION(S) YOU ARE FEELING.

SHAKING       SHUDDER  
 THUMPING       PULSATION  
 TREMBLING       MOAN  
 BOOM       ROUGHNESS  
 BUZZING       TINGLING  
 CLUNK       RUMBLE  
 CHATTER       SHIMMY  
                   NONE OF  
                   THE ABOVE

OK      BACK      HELP

Fig. 21Q

WHEN DOES IT HAPPEN: \_\_\_\_\_

WHEN DO YOU NOTICE THE SYMPTOMS ?  
TOUCH THE APPROPRIATE BOX OR BOXES.

WHEN THE VEHICLE IS: \_\_\_\_\_

ACCELERATING       SLOWING DOWN OR STOPPING  
 TURNING ON PAVED ROADS  
 TURNING ON DIRT ROADS  
 DOESN'T MATTER

WHEN THE VEHICLE SPEED IS: \_\_\_\_\_

NOT MOVING       0 TO 10 MPH  
 10 TO 35 MPH       35 TO 50 MPH  
 OVER 55 MPH

OK      BACK      HELP

Fig. 21R

TODAY'S EXERCISE

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WHERE IS IT COMING FROM: \_\_\_\_\_

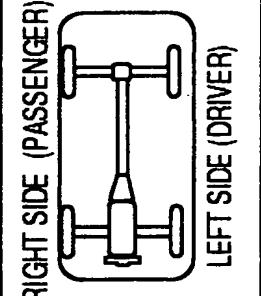
GENERAL QUESTIONS: \_\_\_\_\_

AT JACK'S BMW WE ARE COMMITTED TO GIVING TO YOU THE BEST POSSIBLE SERVICE AND CORRECT REPAIR THE FIRST TIME. PLEASE HELP US BY ANSWERING THE FOLLOWING QUESTIONS. TOUCH THE APPROPRIATE BOX FOR EACH QUESTION.

INSIDE THE VEHICLE

UNDER THE VEHICLE

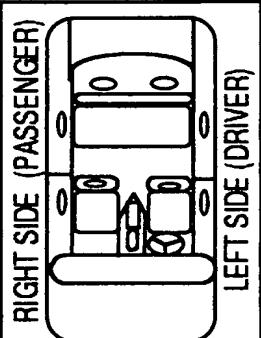
RIGHT SIDE (PASSENGER)



LEFT SIDE (DRIVER)

CLEAR DOT

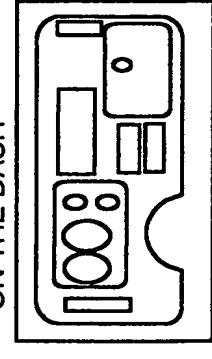
RIGHT SIDE (PASSENGER)



LEFT SIDE (DRIVER)

CLEAR DOT

ON THE DASH



CLEAR DOT

OK  BACK  HELP

OK  BACK  HELP

Fig. 21S

Fig. 22A

T D E C D " E 2 6 0 8 8 5 0

OTHER SYMPTOMS: \_\_\_\_\_

PLEASE TELL US ABOUT THE SYMPTOMS.

HOW OFTEN DOES THE SYMPTOM SHOW UP:

ALWAYS    SOMETIMES    RARELY

WHEN DID THE PROBLEM BEGIN:

AFTER LAST REPAIR    JUST STARTED

A FEW DAYS AGO    MORE THAN A WEEK

A FEW WEEKS    MORE THAN A MONTH AGO

HAS THE PROBLEM BEEN WORKED ON BEFORE:

YES    NO

WHEN THE PROBLEM OCCURES, THE WEATHER IS:

HOT    HUMID OR RAINY    COOL

FREEZING COLD    DOESN'T MATTER

OK   BACK   HELP

**Fig. 22B**

RETURN PROBLEM: \_\_\_\_\_

WHEN DO YOU NOTICE THE SYMPTOMS? TOUCH THE APPROPRIATE BOX OR BOXES.

HOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON:

ONCE    TWICE    THREE TIMES AND OVER

APPROXIMATELY HOW LONG AGO:

A FEW DAYS AGO    A WEEK TO TWO WEEKS

A FEW WEEKS    A MONTH AGO

HAS THE PROBLEM BEEN LOOKED AT BY ANYONE OTHER THAN THIS SERVICES DEPARTMENT:

YES    NO

OK   BACK   HELP

**Fig. 22C**

TODAY'S EXERCISES

ADDITIONAL PROBLEMS: \_\_\_\_\_

DO YOU HAVE ANY ADDITIONAL VEHICLE PROBLEMS  
OR MAINTENANCE REQUIREMENTS YOU WOULD  
LIKE TO HAVE ADDRESSED TODAY.

ADD SYMPTOM

DONE

BACK

Fig. 23

UN SCHEDULED SERVICES: \_\_\_\_\_

WOULD YOU LIKE ANY OF THE FOLLOWING  
UNSCHEDULED SERVICES TO BE PERFORMED.

COMPUTERIZED VEHICLE ALIGNMENT \$ 95.00  
(EXTENDS TIRE LIFE, IMPROVES HANDLING)

LUBE, OIL AND FILTER CHANGE \$ 45.00  
(EXTENDS THE LIFE OF THE ENGINE  
AND SUSPENSION PARTS)

MINOR TUNE-UP \$ 50.00  
(IMPROVES FEUL MILAGE AND GIVES  
QUICKER STARTS)

VEHICLE DETAIL AND WASH \$25.00  
(IMPROVES YOUR VEHICLE'S APPEARANCE)

OK      BACK      HELP

Fig. 24

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YOUR REPAIR ORDER:

LOOK OVER THE FOLLOWING PANELS. THEY HOLD A SUMMARY OF THE INFORMATION YOU JUST ENTERED. IF THE DESCRIPTIONS DON'T LOOK CORRECT TOUCH THE MODIFY BUTTON, IF YOU WANT TO DELETE ONE TOUCH DELETE.

USE THE "PREVIOUS" AND "NEXT" BUTTONS, BELOW, TO VIEW ITEMS NOT SHOWN.

VIBRATIONS

IT OCCURS WHEN THE VEHICLE IS: MOVING- MOST LIKELY OCCURS WHEN I AM CRUSING AT A CONSTANT SPEED.- AT WHAT SPEED(MPH): 20 TO 45 - SECTION B2 WAS CHOSEN FOR THE VEHICLE'S DASH. - HOW OFTEN DOES THE SYMPTOM SHOW UP: ALWAYS - WHEN DID THE PROBLEM BEGIN: JUST STARTED - HOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON: ONCE -- APPROXIMATELY HOW LONG AGO: A FEW DAYS AGO --

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YOUR REPAIR ORDER:

LOOK OVER THE FOLLOWING PANELS. THEY HOLD A SUMMARY OF THE INFORMATION YOU JUST ENTERED. IF THE DESCRIPTIONS DON'T LOOK CORRECT TOUCH THE MODIFY BUTTON, IF YOU WANT TO DELETE ONE TOUCH DELETE.

USE THE "PREVIOUS" AND "NEXT" BUTTONS, BELOW, TO VIEW ITEMS NOT SHOWN.

SCHEDULED MAINTENANCE

SCHEDULED MAINTENANCE AT: 12,000 MILES--

**Fig. 25A**

**Fig. 25B**

F D E G J D " E Z F D 8 8 6 0

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**ESTIMATED REPAIR COSTS:**

THE ESTIMATED MAINTENANCE COST IS AS FOLLOWS:

TOTAL: \$ 0.00

PLEASE KEEP IN MIND THE ACTUAL COSTS MAY BE HIGHER OR LOWER THAN THE ESTIMATE. WE WILL CONTACT YOU IF THE COST OF THE REPAIR IS HIGHER THAN THE ESTIMATE.

OK     BACK     HELP

**Fig. 26**

**VEHICLE ESTIMATE AND PICK-UP TIME:**

YOUR PERSONAL SERVICE ADVISOR IS: \_\_\_\_\_ HE OR SHE WILL CONTACT YOU AND PROVIDE YOU WITH ANY ESTIMATED REPAIR COSTS AND PICK-UP TIME FOR YOUR VEHICLE. IF YOU PREFER AN APPROXIMATE COST AND PICK-UP TIME NOW, SEE YOUR SERVICE ADVISOR AFTER COMPLETING YOUR REPAIR ORDER. PLEASE CHOOSE YOUR OPTION BELOW.

PLEASE CONTACT ME  
 I WOULD LIKE TO SEE THE ADVISOR.

OK     BACK     HELP

**Fig. 27**

**PLEASE ACKNOWLEDGE THE FOLLOWING:**

I HEREBY AUTHORIZE THE REPAIR WORK HERE SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT (DEALER) IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYES CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND /OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/ OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

A STORAGE FEE OF NOT MORE THAN TEN DOLLARS PER DAY, BEGINNING ON THE FORTH DAY, MAY BE CHARGED IF A MOTOR VEHICLE IS NOT REMOVED WITHIN THREE DAYS AFTER THE CUSTOMER IS NOTIFIED THAT REPAIRS HAVE BEEN COMPLETED, EXCLUDING SATURDAYS, SUNDAYS AND LEGAL HOLIDAYS. **TERMS:** STRICTLY CASH CHECK OR APPROVED CREDIT CARD.

CUSTOMER ACKNOWLEDGES RECEIPT HEREOF:  
PLEASE SIGN HERE:

**Fig. 28**

**KEY DEPOSITING INSTRUCTIONS:**

PLEASE DEPOSIT YOUR VEHICLE'S KEYS IN THE ENVELOPE PROVIDED. TEAR OFF THE ATTACHED RECEIPT AND PUT THE ENVELOPE IN THE IDENTIFIED LOCKING RECEPTACLE.

**Fig. 29**

TD5240 "EX608860

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WAIT/ DROP OFF / LOANER SCREEN: \_\_\_\_\_

PLEASE ANSWER THE FOLLOWING QUESTIONS  
SO WE CAN PREPARE FOR YOU.

ARE YOU WAITING FOR YOUR VEHICLE: \_\_\_\_\_

YES  NO

WOULD YOU LIKE A LOANER VEHICLE: \_\_\_\_\_

YES  NO

WOULD YOU LIKE TO RECEIVE THE  
REPLACED PARTS:

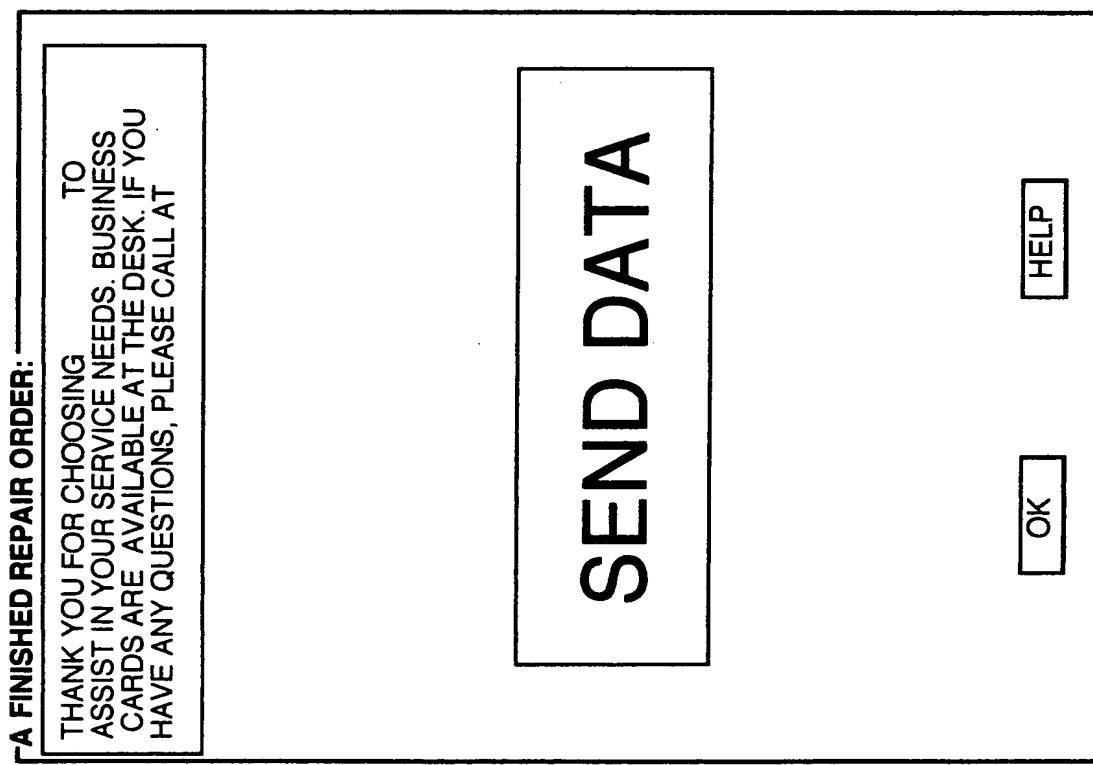
YES  NO

OK  BACK  HELP

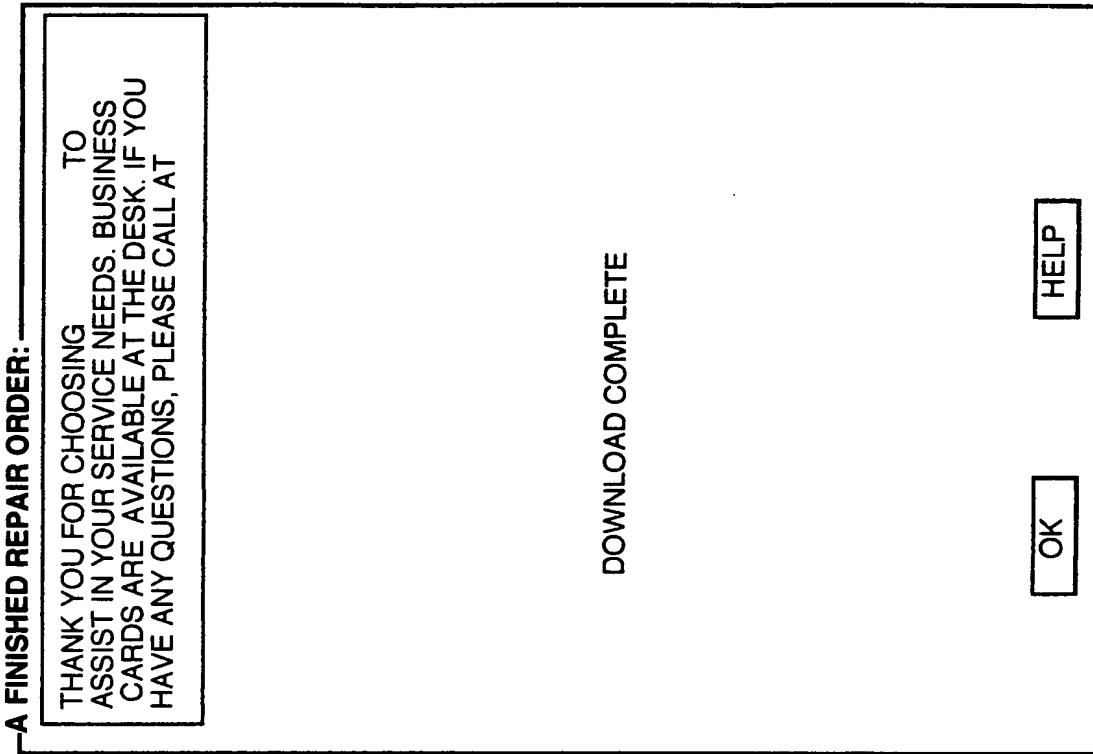
**Fig. 30**

TELETYPE 52000

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**Fig. 31A**



**Fig. 31B**

T05220 E2508360



## REPAIR ESTIMATE

CONTROL NO. 553

DATE: 7/13/98

TIME: 7:54:15 PM

VEHICLE: DESCRIPTION: DODGE RAM 350, FOREST GREEN, 2001 MILEAGE: 33225 VIN: 123456789 PLATE: BRT-1234

CUSTOMER: NAME: JOHN DOE PHONE #1: (303)333-4444

ADDRESS: 1234 HIS WAY ST.

### ANTI-LOCK BRAKE SYSTEM

ANTI-LOCK BRAKE LIGHT IS ON CONSTANTLY.  
ANTI-LOCK BRAKE LIGHT IS ON INTERMITTENTLY.  
WHEN I BRAKE UNDER THE FOLLOWING CONDITIONS: NORMAL BRAKING ON DRY PAVED ROADS.  
WHEN MY VEHICLE'S ENGINE TEMPERATURE READS: NORMAL  
HOW OFTEN DOES THE SYMPTOM SHOW UP: ALWAYS  
WHEN DID THE PROBLEM BEGIN: JUST STARTED  
SHOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON: THREE TIMES AND OVER  
APPROXIMATELY HOW LONG AGO: A FEW DAYS AGO  
**ELECTRICALLY OPERATED COMPONENTS**

INTERIOR LIGHT(S)  
WARNING GUAGES OR LIGHTS.  
HORN OR CIGAR LIGHTER / POWER SOCKET.  
WHAT DID YOU NOTICE: CRACKED  
WHAT DID YOU NOTICE: WARPED  
WHAT DID YOU NOTICE: LOOSE  
WHEN I START THE VEHICLE.  
WHEN I TRY TO SET THE CONTROL.  
WHEN I OPEN A DRIVER-SIDE DOOR.  
WHEN I TURN THE HEAD LIGHTS ON.

SECTION C3 WAS CHOSEN FOR THE ELECTRICAL PROBLEM LOCATION.  
HOW OFTEN DOES THE SYMPTOM SHOW UP: ALWAYS  
WHEN DID THE PROBLEM BEGIN: JUST STARTED  
HOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON: THREE TIMES AND OVER  
APPROXIMATELY HOW LONG AGO: A WEEK TO TWO WEEKS  
(CONTINUED ON FIG. 32B)

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**Fig. 32A**

F D E C A D " E 2 F 0 D 3 9 6 0

(CONTINUED FROM FIG. 32A)

**STEERING SYSTEM**

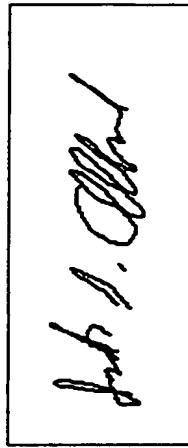
VEHICLE PULLS RIGHT WHILE DRIVING.

VEHICLE PULLS LEFT WHILE DRIVING.

VEHICLE WANDERS LEFT OR RIGHT WHILE DRIVING.

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TOTAL PARTS: \_\_\_\_\_ TOTAL LABOR: \_\_\_\_\_ MATERIALS COST \_\_\_\_\_ TAX \_\_\_\_\_ GRAND TOTAL \_\_\_\_\_

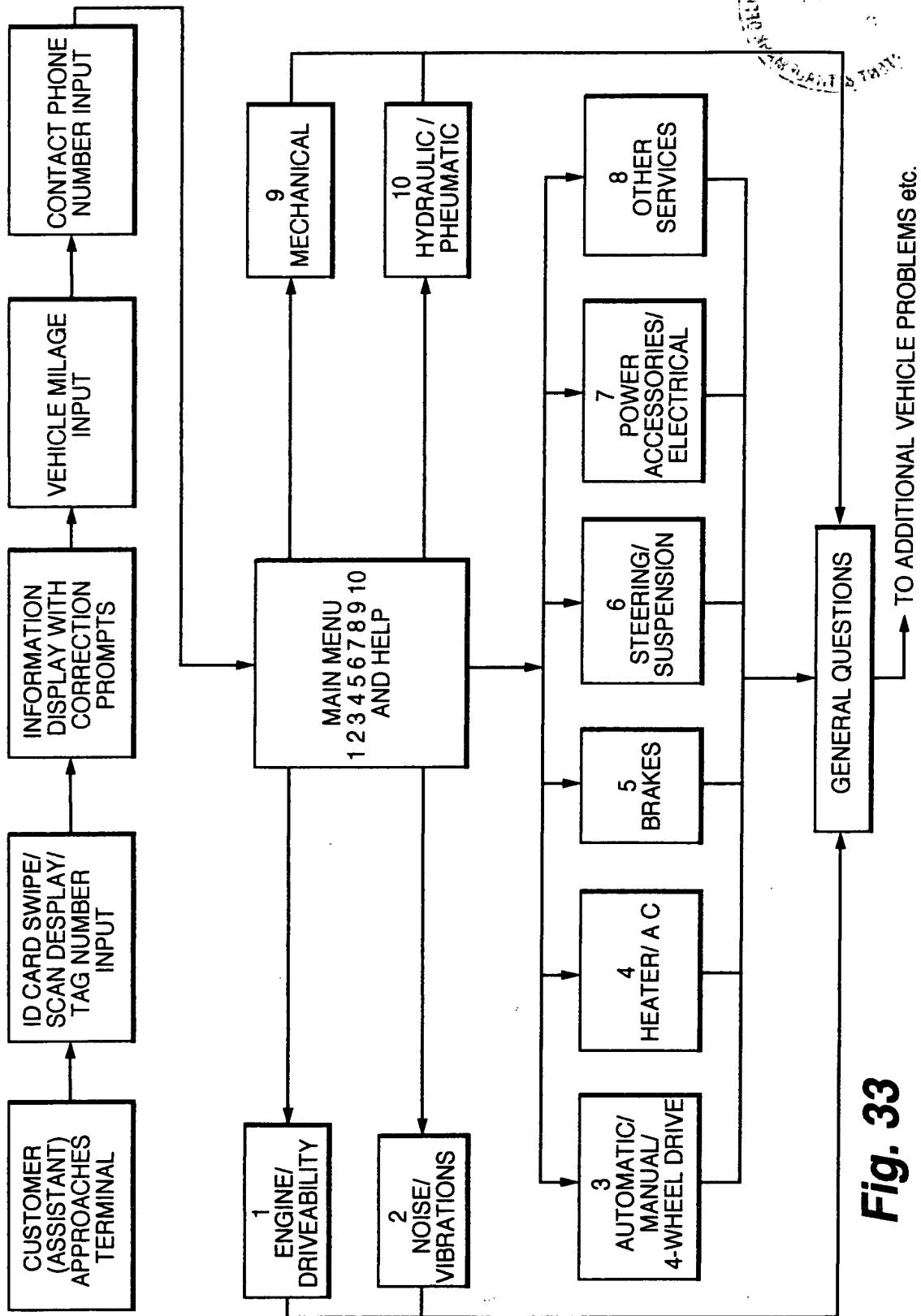


SIGNATURE:

**Fig. 32B**

**AUTHORIZATION:** I AUTHORIZE THE ABOVE WORK TO BE PERFORMED AND AGREE TO THE TERMS OF THIS REPAIR ORDER. FURTHERMORE, I RELEASE ANY AND ALL LIABILITY TO RPM ENTERPRISES, INC. ON THE ABOVE VEHICLE INCLUDING, BUT NOT LIMITED TO: DAMAGE, THEFT, FAILURE OF RELATED REPAIR ITEMS, AND EXPRESSED OR IMPLIED WARRANTY OF ALL INSTALLED PARTS.

T 0 E 2 X 0 E 2 5 0 E 2 5 0

**Fig. 33**